

Atria Convergence Technologies

MagnaQuest User Manual

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1) Logging into MagnaQuest Subscribe

Summary

The process of logging into the MQ Subscribe is described below.

Pre-requisites

Internet Explorer

Login id and password for the user.

Services Concerned

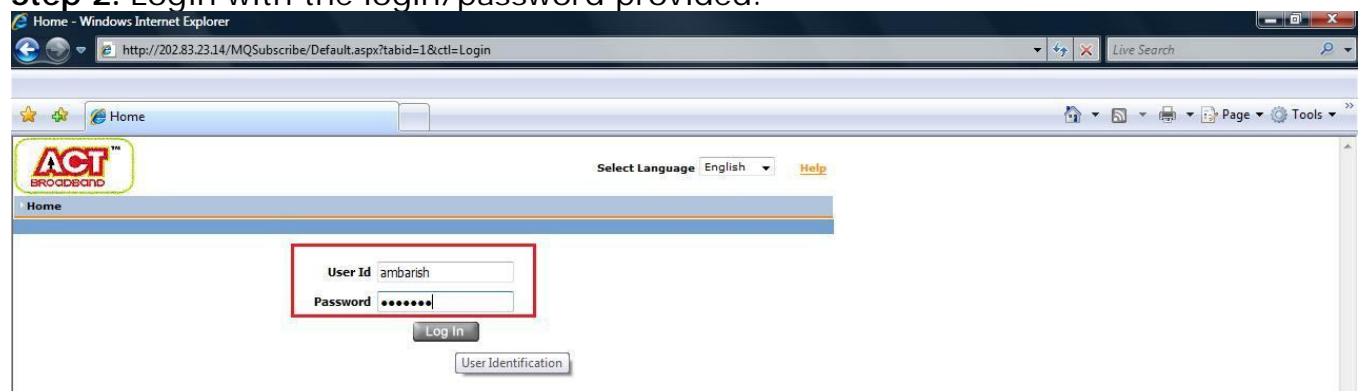
ALL

Procedure (Description, steps)

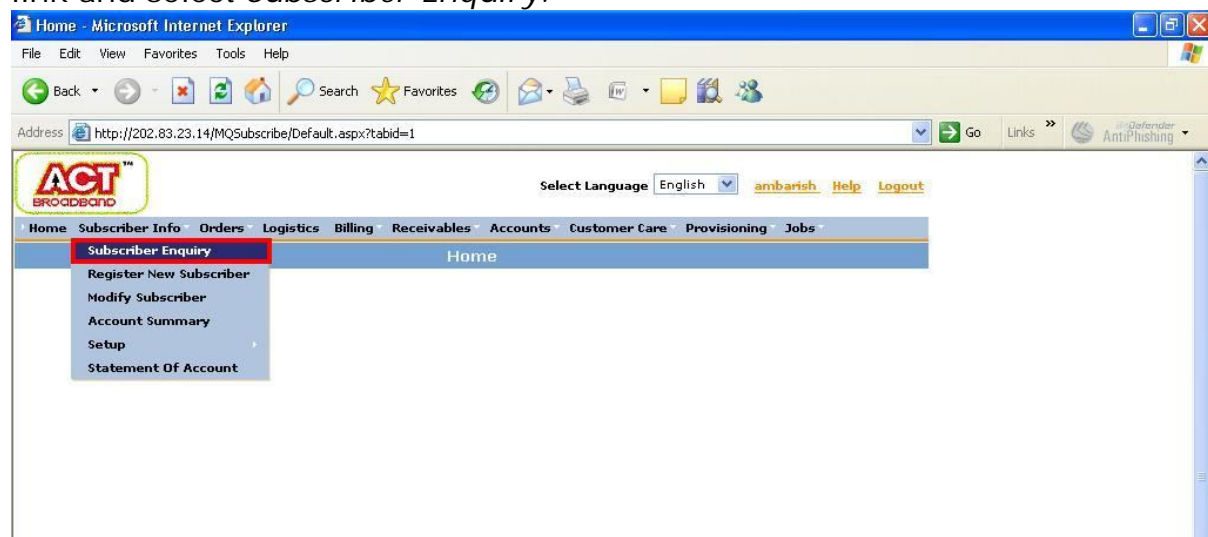
Step 1: Open IE and type <http://202.83.23.14/mqsubscribe>, click on the *MQS Login*



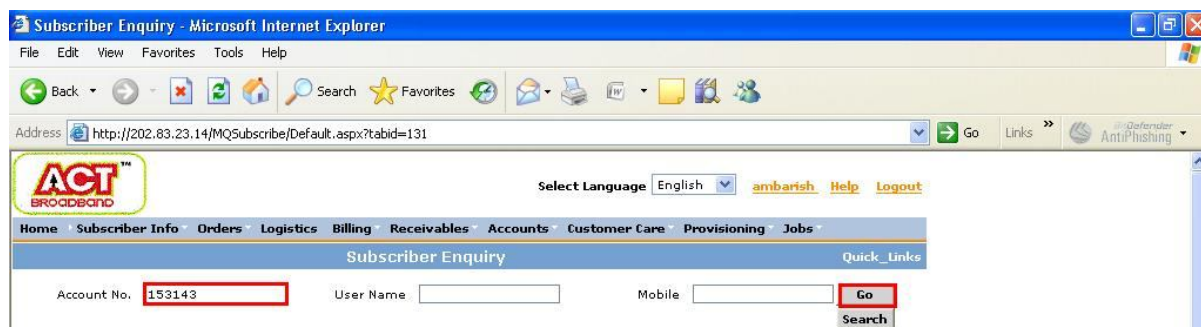
Step 2: Login with the login/password provided.



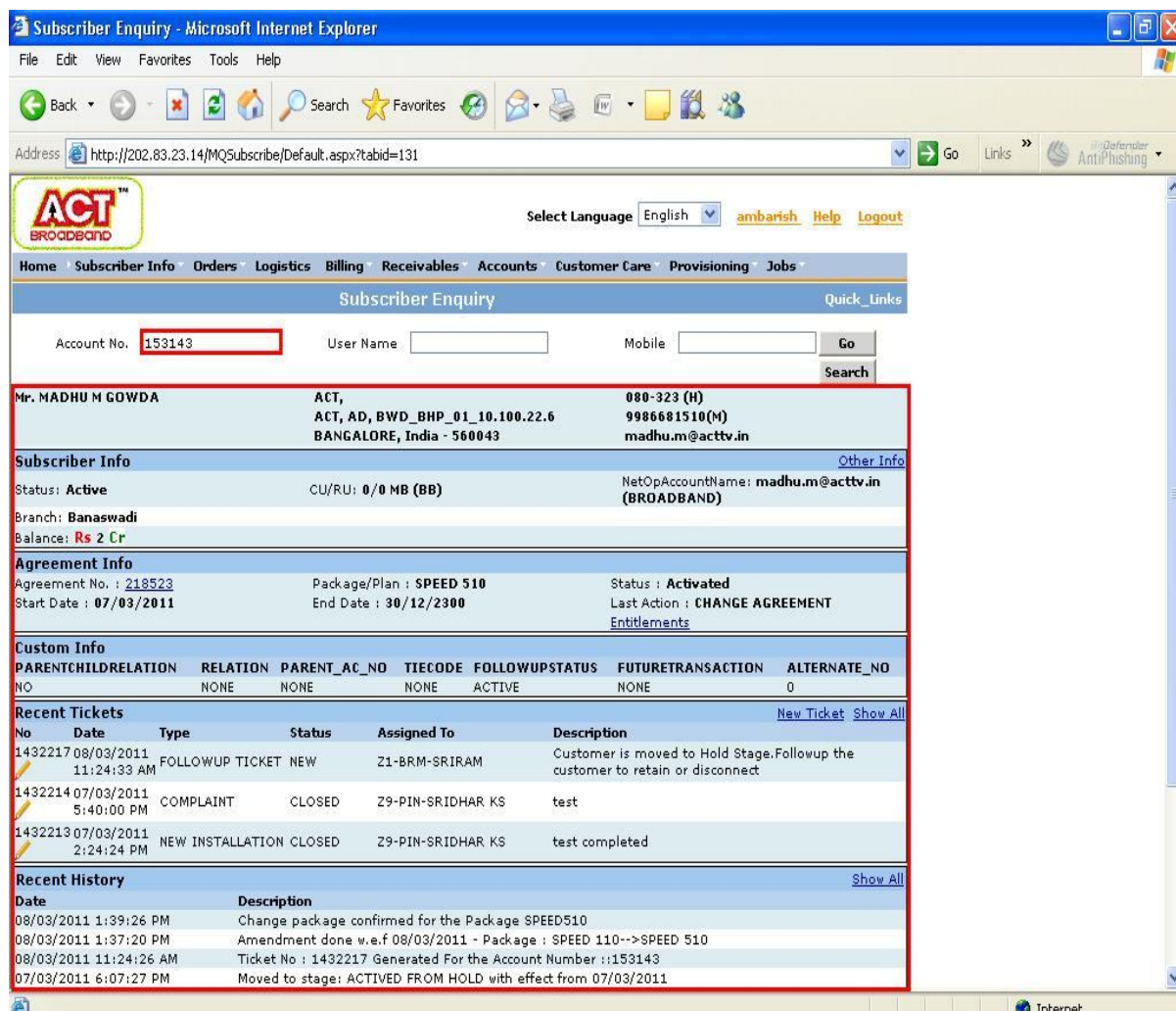
Step 3: On the Main screen of the MQ Subscribe, click on the *Subscriber Info* link and select *Subscriber Enquiry*.



Step 4: Enter the User Name, or any of the other search criteria listed in the Subscriber Enquiry page.
If there are more than one listings, click on the correct one and then click on Go.



Step 5: The user will now be logged in and the screen will look as below.



Subscriber Info

Mr. MADHU M GOWDA ACT, AD, BWD_BHP_01_10.100.22.6 080-323 (H)
BANGALORE, India - 560043 9986681510(M)
madhu.m@acttv.in

Status: **Active** CU/RU: 0/0 MB (BB) NetOpAccountName: madhu.m@acttv.in (BROADBAND)

Branch: Banaswadi

Balance: Rs 2 Cr

Agreement Info

Agreement No. : 218523 Package/Plan : SPEED 510 Status : **Activated**
Start Date : 07/03/2011 End Date : 30/12/2300 Last Action : CHANGE AGREEMENT

Custom Info

PARENTCHILDRELATION	RELATION	PARENT_AC_NO	TIECODE	FOLLOWUPSTATUS	FUTURETRANSACTION	ALTERNATE_NO
NONE	NONE	NONE	NONE	ACTIVE	NONE	0

Recent Tickets

No	Date	Type	Status	Assigned To	Description
1432217	08/03/2011 11:24:33 AM	FOLLOWUP TICKET	NEW	Z1-BRM-SRIRAM	Customer is moved to Hold Stage.Followup the customer to retain or disconnect
1432214	07/03/2011 5:40:00 PM	COMPLAINT	CLOSED	Z9-PIN-SRIDHAR KS	test
1432213	07/03/2011 2:24:24 PM	NEW INSTALLATION	CLOSED	Z9-PIN-SRIDHAR KS	test completed

Recent History

Date	Description
08/03/2011 1:39:26 PM	Change package confirmed for the Package SPEED510
08/03/2011 1:37:20 PM	Amendment done w.e.f 08/03/2011 - Package : SPEED 110-->SPEED 510
08/03/2011 11:24:26 AM	Ticket No : 1432217 Generated For the Account Number ::153143
07/03/2011 6:07:27 PM	Moved to stage: ACTIVED FROM HOLD with effect from 07/03/2011

How to know it worked? (Confirmatory test)

The user can confirm that he/she is logged in, by checking the highlighted sections above.

Exceptions/Errors/Troubleshooting

If the proper name or listing does not appear, then the user can change for spelling mistakes or search with other search criteria like – User name, Account No, Mobile Number etc.

See Also

N/A

2) New Subscriber Creation

Summary

The process of creation of customer for Broadband and IPTV services is described below.

Pre-requisites

1. Completely filled out customer information on a Customer Application Form (CAF).
2. Open IE and type <http://202.83.23.14/mqsubscribe>, click on the [MQS Login](#)
3. Login with the login/password provided.

Services Concerned

Broadband, IPTV.

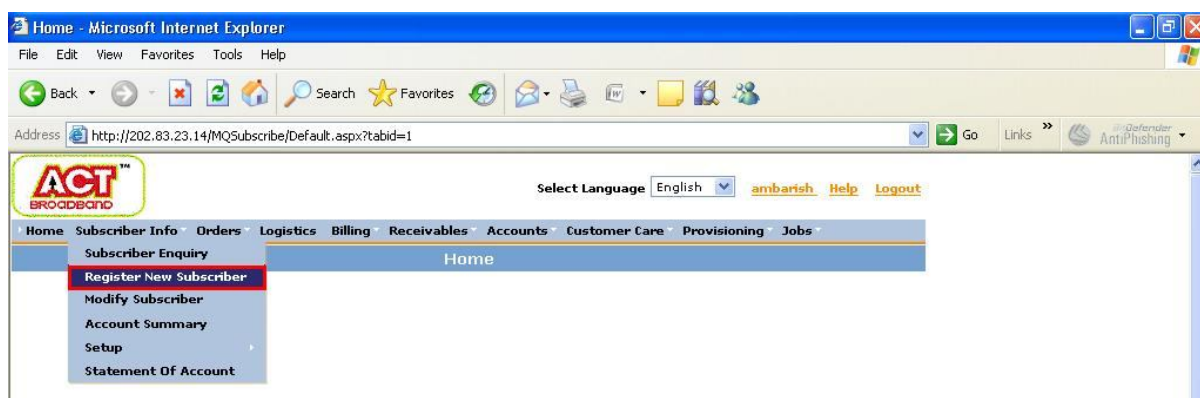
Procedure (Description, steps)

Step 1: Subscriber Info – Open the Customer Creation dialog box.

On the main screen on of the MQ Subscriber, click on the *Subscriber Info* link. Then click on *Register new subscriber link*.

Customer creation dialog box will appear.

The fields which show "*" are mandatory.



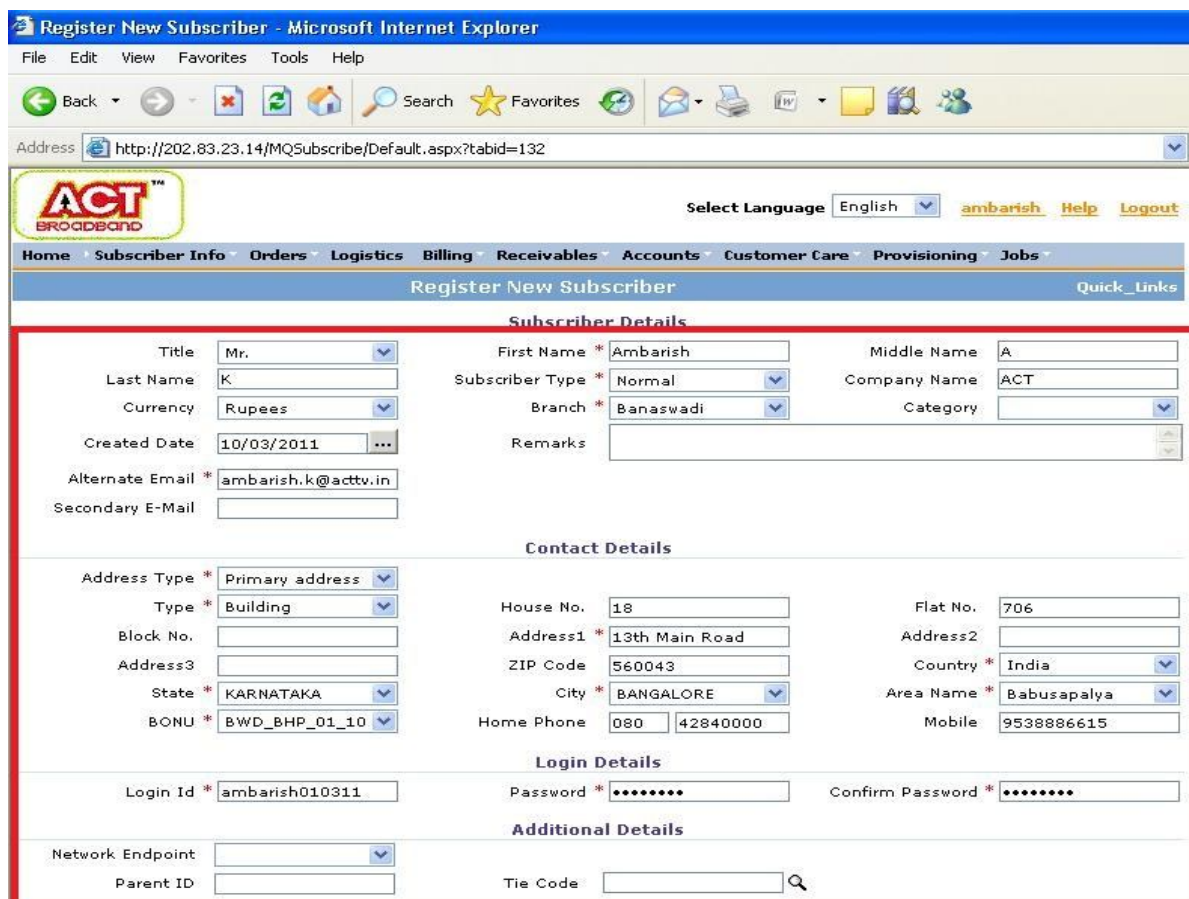
Step 2: Contact Details - Fill out the *Contact* details in the dialog box.

Fill out the *Subscriber Details* section with *First Name*, *Middle Name*, *Last Name*, *Subscriber Type* and *Email Id*'s.

Fill out the *Contact Details* section.

In the *Login Details* section. Enter the Login ID, Password, Confirm Password.

Fill out the remaining details like Network Endpoint, Parent ID and Tie Code.



Subscriber Details			
Title	Mr.	First Name *	Ambarish
Last Name	K	Subscriber Type *	Normal
Currency	Rupees	Branch *	Banaswadi
Created Date	10/03/2011	Company Name	ACT
Alternate Email *	ambarish.k@acttv.in	Category	
Secondary E-Mail		Remarks	

Contact Details			
Address Type *	Primary address	House No.	18
Type *	Building	Address1 *	13th Main Road
Block No.		Address2	
Address3		ZIP Code	560043
State *	KARNATAKA	City *	BANGALORE
BONU *	BWD_BHP_01_10	Home Phone	080 42840000
		Flat No.	706
		Country *	India
		Area Name *	Babusapalya
		Mobile	9538886615

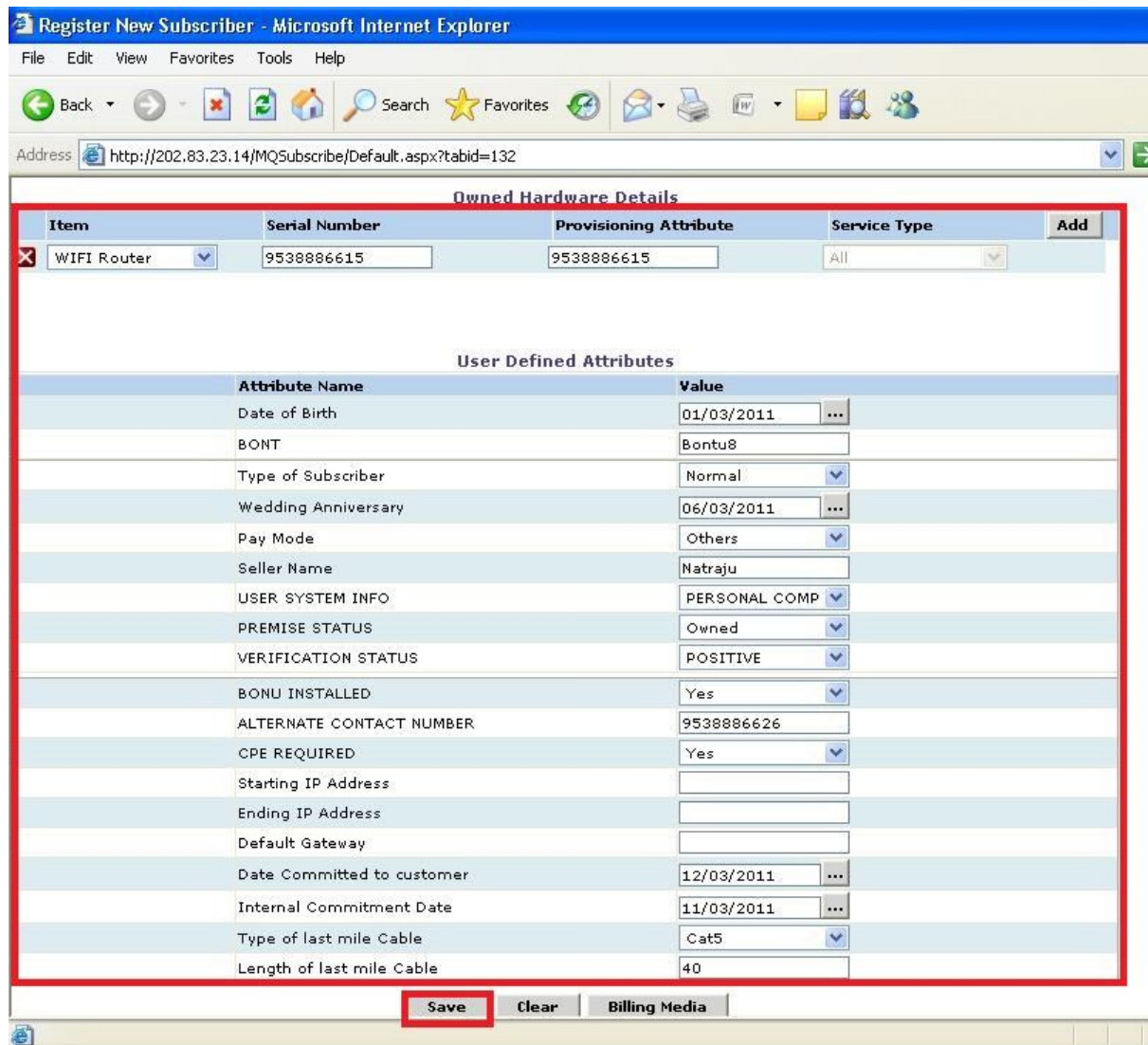
Login Details		
Login Id *	ambarish010311	Password *
		Confirm Password *

Additional Details	
Network Endpoint	
Parent ID	
Tie Code	

After filling the Subscriber Details, scroll down to fill out the remainder of items.

Fill out the *Owned Hardware Details* section, by selecting CPE Type and update by entering appropriate values in *Serial number* and *Provisioning Attribute*.

Fill out the *User Defined Attributes* section, by updating BONTU & CPE and payment modes details and also other details to be updated by selecting the appropriate drop-down boxes.



Owned Hardware Details

Item	Serial Number	Provisioning Attribute	Service Type	Add
WIFI Router	9538886615	9538886615	All	

User Defined Attributes

Attribute Name	Value
Date of Birth	01/03/2011
BONT	Bontu8
Type of Subscriber	Normal
Wedding Anniversary	06/03/2011
Pay Mode	Others
Seller Name	Natraju
USER SYSTEM INFO	PERSONAL COMP
PREMISE STATUS	Owned
VERIFICATION STATUS	POSITIVE
BONU INSTALLED	Yes
ALTERNATE CONTACT NUMBER	9538886626
CPE REQUIRED	Yes
Starting IP Address	
Ending IP Address	
Default Gateway	
Date Committed to customer	12/03/2011
Internal Commitment Date	11/03/2011
Type of last mile Cable	Cat5
Length of last mile Cable	40

Save **Clear** **Billing Media**

Once all the above details have been filled out press click **Save** button.

Step 4: Subscriber Info - Modify Subscriber- Modify Subscriber details.

It is the choice of Modify data if any wrong details updated.

Modify appropriate details. Once you completed the modification of data, click Save button.

Modify Subscriber - Windows Internet Explorer

http://202.83.23.14/MQSubscribe/Default.aspx?tabid=133

WEB SEARCH

Modify Subscriber

ACT BROADBAND

Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Modify Subscriber Quick Links

Account No. 153143 User Name Mobile Go Search

Mr. MADHU M GOWDA 080-323 (H) 9986681510(M) madhu.m@acttv.in Balance Rs 2 Cr

Subscriber Details

Title Mr. First Name MADHU Middle Name M Last Name GOWDA Subscriber Type Normal Company Name Currency Rupees Branch Banaswadi Category Created Date 07/03/2011 Remarks test Alternate Email madhu.m@acttv.in Secondary E-Mail

Contact Details

Address Type Primary address Type Building Block No. 4 Address3 ad State KARNATAKA BONU BWD_BHP_01_10 House No. 625465 Address1 act ZIP Code 560043 City BANGALORE Home Phone 080 323 Flat No. gfdhgf Address2 act Country India Area Name Babusapalya Mobile 9986681510

Login Details

Login Id madhu.m@acttv.in Password Confirm Password

Additional Details

Network Endpoint Parent ID Tie Code

Existing Owned Hardware Details

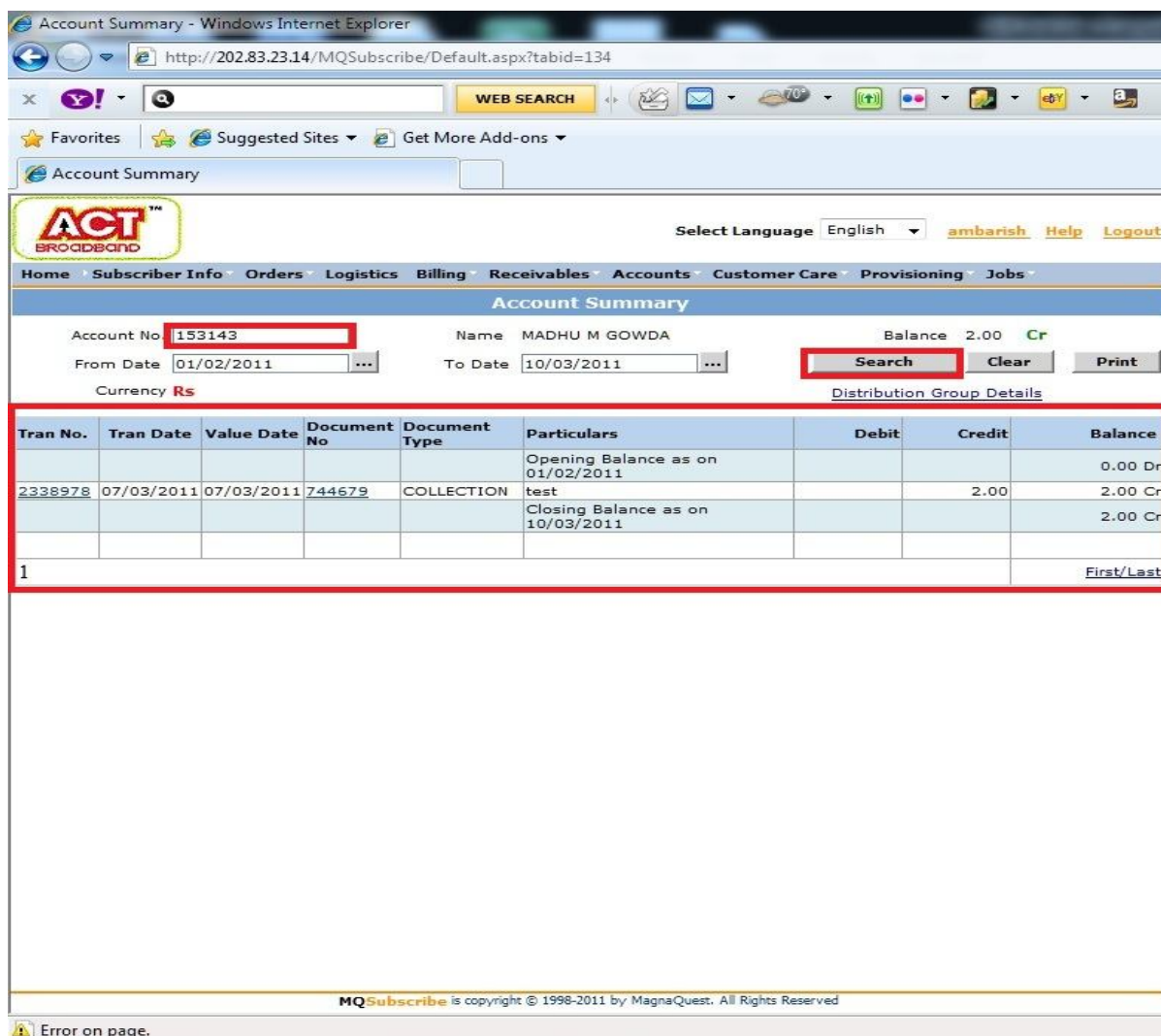
Item	Serial Number	Provisioning Attribute	Service Type
Home Gateway	9986681510	9986681510	All

Done

Step 5: Subscriber Info –Account Summary.

It is the choice where customer account summary is displayed in the webpage.

Select the appropriate from date & to date.



Account Summary - Windows Internet Explorer
http://202.83.23.14/MQSubscribe/Default.aspx?tabid=134

Account Summary

ACT BROADBAND

Select Language: English | ambarish | Help | Logout

Home | Subscriber Info | Orders | Logistics | Billing | Receivables | Accounts | Customer Care | Provisioning | Jobs

Account Summary

Account No: 153143 | Name: MADHU M GOWDA | Balance: 2.00 Cr

From Date: 01/02/2011 | To Date: 10/03/2011 | Search | Clear | Print

Currency: Rs

Distribution Group Details

Tran No.	Tran Date	Value Date	Document No	Document Type	Particulars	Debit	Credit	Balance
					Opening Balance as on 01/02/2011			0.00 Dr
2338978	07/03/2011	07/03/2011	744679	COLLECTION	test		2.00	2.00 Cr
					Closing Balance as on 10/03/2011			2.00 Cr

1 | First/Last

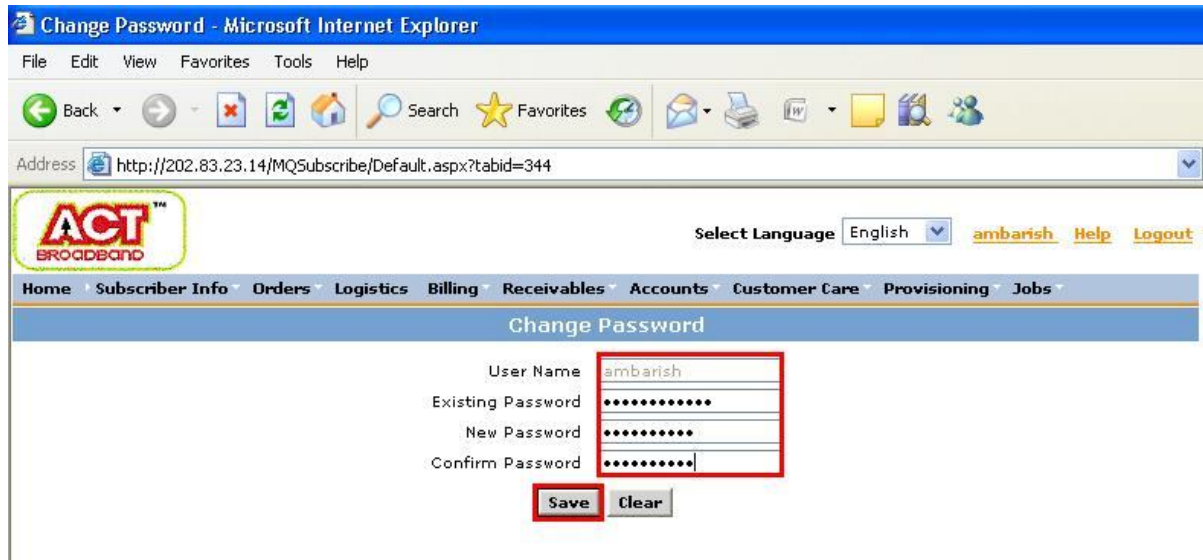
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Error on page.


Once all the above details have been filled out, press click *Search* button.

Step 6: Subscriber Info-Setup – Change Password Options

Click *Setup* to proceed to *Change Password* screen.



Step 7: Subscriber Info-Statement of Account Options



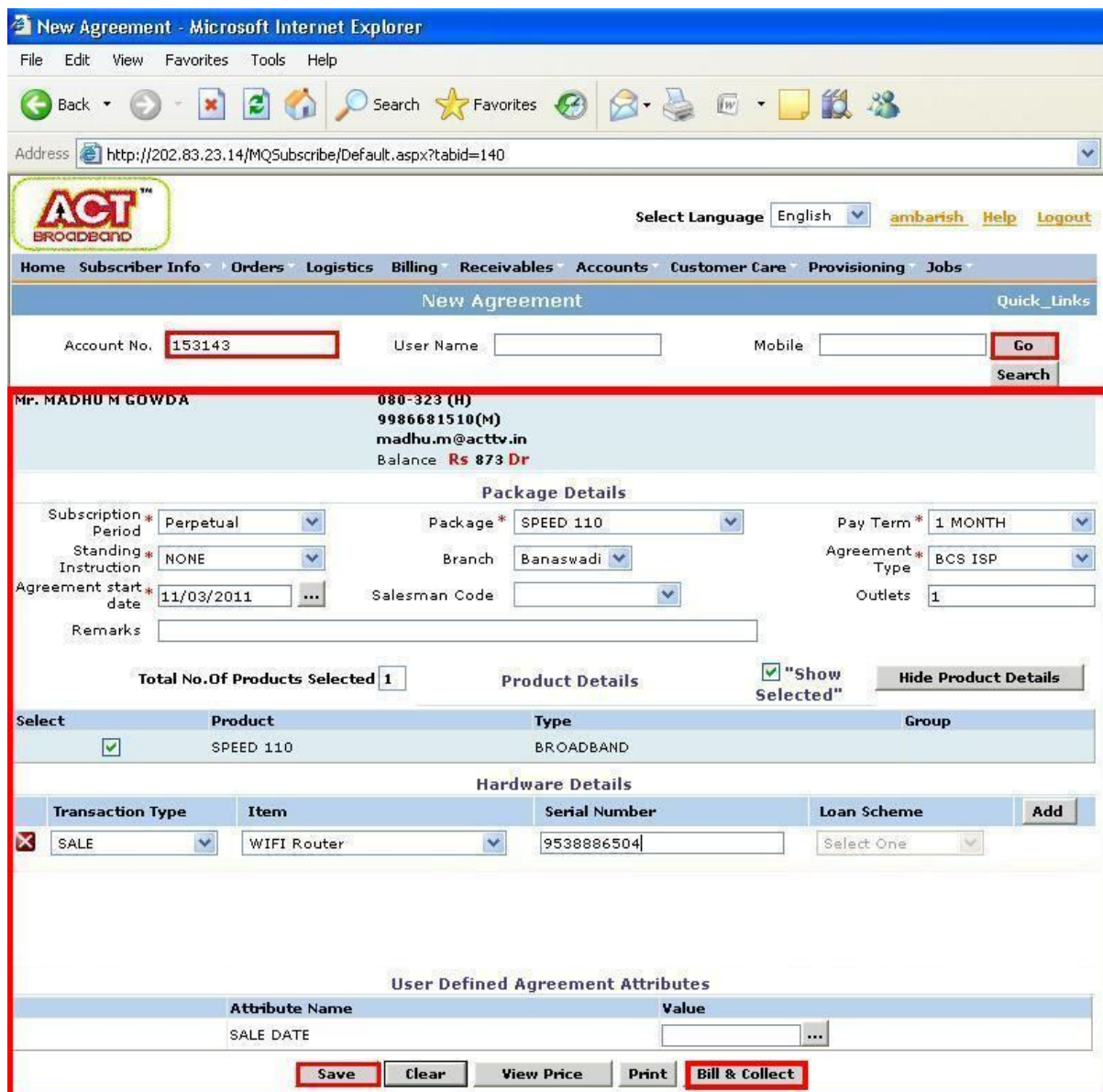
Enter appropriate Account No of the customer, along with from and to date and then click on *Submit* button. If the action is successful, details will automatically appear.

3) Orders Creation – New Agreement

It is the choice where customer agreement summary is displayed in the webpage.

Enter *Account No* and then click *Go* button.

Select appropriate Package for the customer, along with Pay term and Standard Instruction and other details and Click on Add button. Then select appropriate details and enter Serial Number of the CPE.



New Agreement - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://202.83.23.14/MQSubscribe/Default.aspx?tabid=140>

ACT BROADBAND Select Language English [amharish](#) [Help](#) [Logout](#)

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

New Agreement Quick Links

Account No. User Name Mobile **Go**

Mr. MADHU M GOWDA 080-323 (H) 9986681510(M) madhu.m@acttv.in Balance **Rs 873 Dr**

Package Details

Subscription Period * Perpetual Package * SPEED 110 Pay Term * 1 MONTH

Standing Instruction * NONE Branch Banaswadi Agreement Type * BCS ISP

Agreement start date * 11/03/2011 Salesman Code Outlets 1

Remarks

Total No.Of Products Selected 1 **Product Details** ☒ "Show Selected"

Select	Product	Type	Group
<input checked="" type="checkbox"/>	SPEED 110	BROADBAND	

Hardware Details

Transaction Type	Item	Serial Number	Loan Scheme	Add
<input checked="" type="checkbox"/> SALE	WIFI Router	9538886504	Select One	<input type="button" value="Add"/>

User Defined Agreement Attributes

Attribute Name	Value
SALE DATE	<input type="text"/>

Once all the above details have been filled out, press click save button and then *Bill & Collect* button.

Payment - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://202.83.23.14/MQSubscribe/Default.aspx?tabid=140&ctl=CollectionsNew&InvType=Bill>

ACT BROADBAND

Select Language English [amharish](#) [Help](#) [Logout](#)

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Payment

Entity Type Subscriber Account No. 153143 User Name Go
Mobile Decoder Search

Mr. MADHU M GOWDA Balance Rs 873 Dr

New Payment

Collecting Entity Banaswadi Payment Amount 0
Payment Date 11/03/2011 Subscriber Currency Rupees
Employee Z9-AIN-JAGADEES Paymode CASH
Receipt No. Receipt Date 11/03/2011
Book No.
Remarks

Payment Allocation Details

Distribute towards Debit Instruments ☐

Debit Instrument Details Account Details

Account No.	Number	Type	Date	Amount	Amount Paid	Balance Amount	Payment Amount	TDS Amount	Remarks
153143	1311961	INVOICE	11/03/2011	875.23	0.23	875	0	0	Invoice

Save Clear View Payment

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start Alria Convergence T... Payment - Microsoft I... MQSubscribe - Micros... SMS End User .doc [C... 11:21 AM

Once all the above details have been filled out, press click save button.

Step 1: Orders – Change Agreement - Fill out the Change Agreement Page.

As required, please select the parameters for the drop-down boxes, and fill out the text boxes as indicated.

Change Agreement - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail New Tab

Address http://202.83.23.14/MQSubscribe/Default.aspx?tabid=141

ACT BROADBAND

Select Language English amharish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Change Agreement Quick Links

Account No. 153143 User Name Mobile Go Search

Mr. MADHU M GOWDA 080-323 (H) 9986681510(M) madhu.m@acttv.in Balance Rs 873 Dr

Existing Packages

Package	Agreement No.	Start Date	Expiry Date	Last Action	Status	Amendments	Current Active Package
SPEED 510	218523	07/03/2011		Change Agreement	Activated	View	SPEED 510

Amendments : Package : SPEED 110-->SPEED 510

Package Details

New Details		Old Details		New Details		Old Details	
Subscription Period*	Perpetual	Perpetual		Package*	SPEED 510	SPEED 510	
Pay Term*	1 MONTH	1		Effective start date*	11/03/2011	08/03/2011	
Standing Instruction	NONE	NONE		Branch	Banaswadi	Banaswadi	
Agreement Type*	BCS ISP	ISP		Salesman Code	Z9-AIN-JAGADEES	Z9-AIN-JAGADEESH K	
Addendum No.				Outlets	1	1	
Remarks							

☒ "Show Selected" View Product Details

Total No.Of Products Selected 1

Product Details

Select	Product	Type	Group
<input checked="" type="checkbox"/>	SPEED 510	BROADBAND	

User Defined Agreement Attributes

Attribute Name	Value
SALE DATE	

Save Clear Print Bill & Collect

Example Data:

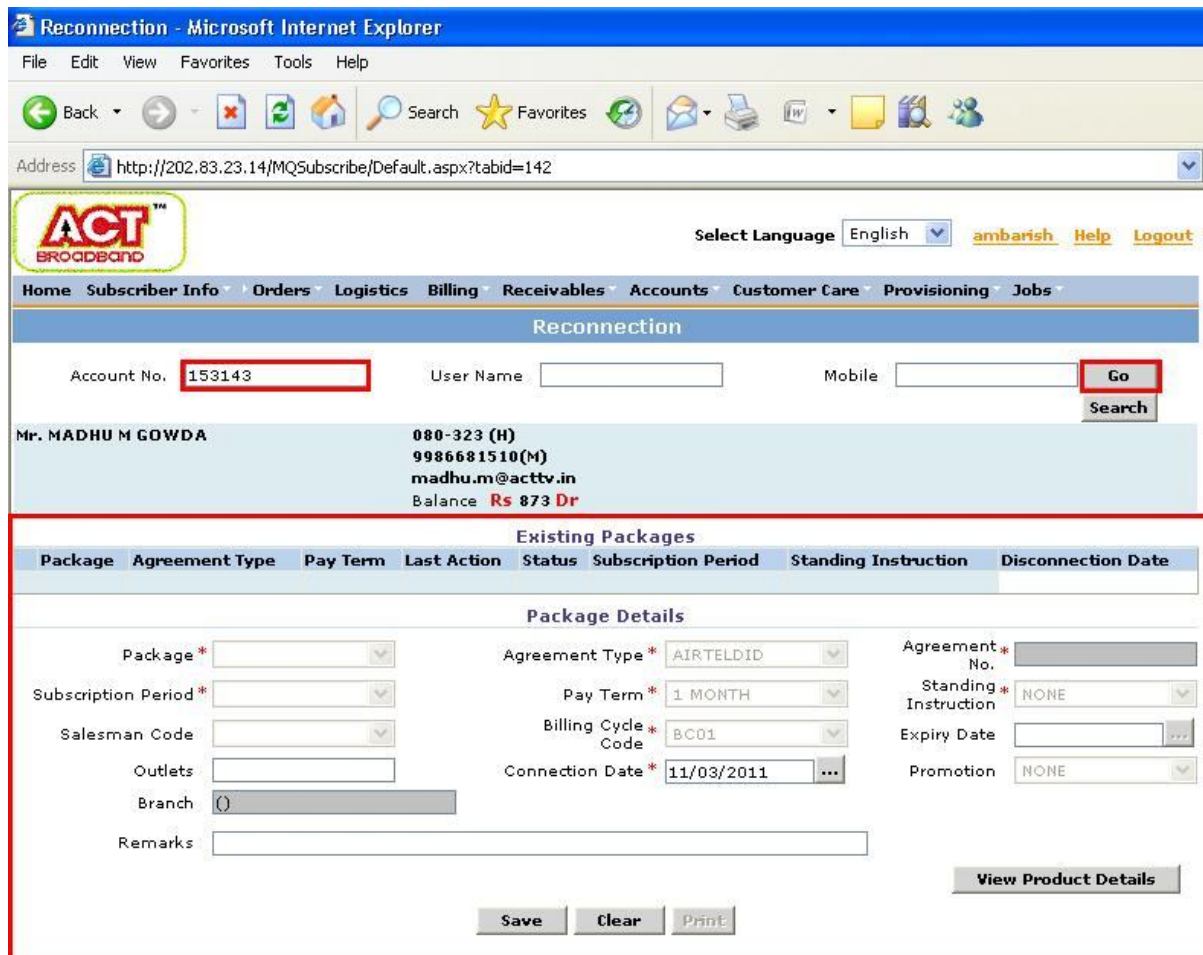
Package: Speed 510
 Start date: 11/03/2011
 Collection Agent: Suresh K.
 Branch : Banaswadi
 Salesman Code: Jagadeesh

Subscription Period : Perpetual
 Pay Term : 1 Month
 Standard Instruction : NONE
 Agreement Type: BCS ISP
 Remarks: (If Any)

Fill out the required details and click Save button.

Step 2: Orders – Reconnection - Fill out the Reconnection Page.

Also, select the appropriate one, from the category drop-down box.



Reconnection - Microsoft Internet Explorer

Address: <http://202.83.23.14/MQSubscribe/Default.aspx?tabid=142>

ACT BROADBAND

Select Language: English | amharish | Help | Logout

Home | Subscriber Info | **Orders** | Logistics | Billing | Receivables | Accounts | Customer Care | Provisioning | Jobs

Reconnection

Account No. User Name Mobile

Mr. MADHU M GOWDA
080-323 (H)
9986681510(M)
madhu.m@acttv.in
Balance Rs 873 Dr

Package	Agreement Type	Pay Term	Last Action	Status	Subscription Period	Standing Instruction	Disconnection Date
<p>Package Details</p> <p>Package * <input type="text"/></p> <p>Subscription Period * <input type="text"/></p> <p>Salesman Code <input type="text"/></p> <p>Outlets <input type="text"/></p> <p>Branch <input type="text" value="()"/></p> <p>Remarks <input type="text"/></p> <p>Agreement Type * <input type="text" value="AIRTELIDID"/></p> <p>Pay Term * <input type="text" value="1 MONTH"/></p> <p>Billing Cycle Code * <input type="text" value="BC01"/></p> <p>Connection Date * <input type="text" value="11/03/2011"/></p> <p>Agreement No. <input type="text"/></p> <p>Standing Instruction * <input type="text" value="NONE"/></p> <p>Expiry Date <input type="text"/></p> <p>Promotion <input type="text" value="NONE"/></p> <p><input type="button" value="View Product Details"/></p> <p><input type="button" value="Save"/> <input type="button" value="Clear"/> <input type="button" value="Print"/></p>							

Example Data:

Connection Date: 11-3-11

Agreement No: CAF No

4) Billing

It is the choice where customer monthly invoice is displayed in the webpage.

Step 1: Billing – View Invoice - Fill out the Account no in the Invoice Page and click Go button. If the customer's detail is available.

View Invoice - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail New Window New Tab

Address http://202.83.23.14/MQSubscribe/Default.aspx?tabid=397

ACT BROADBAND

Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

View Invoice

Entity Type Subscriber Account No. 153143 Document No. Go

Biz. Entity Banaswadi From Date To Date Search

Invoice Type Normal Paid Status UNPAID Due Date

Name MADHU M GOWDA Balance Rs 873 Dr

Action	Document No.	Account No.	Type	Date	Amount	Amount Paid	Remarks
Print	1311961	153143	INVOICE	11/03/2011	875	0	Invoice

Next, click on the *Document No.* link. Invoice screen will look as below

View Invoice - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail New Window New Tab

Address http://202.83.23.14/MQSubscribe/Default.aspx?tabid=397

ACT BROADBAND

Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

View Invoice

Entity Type Subscriber Account No. 153143 Document No. Go

Biz. Entity Please Select From Date To Date Search

http://202.83.23.14 - Invoice - Microsoft Internet Explorer

ACT BROADBAND

Invoice

MADHU M GOWDA
ACT,ACT,AD
ACT
BWD_BHP_01_10.100.22.6
BANGALORE
India

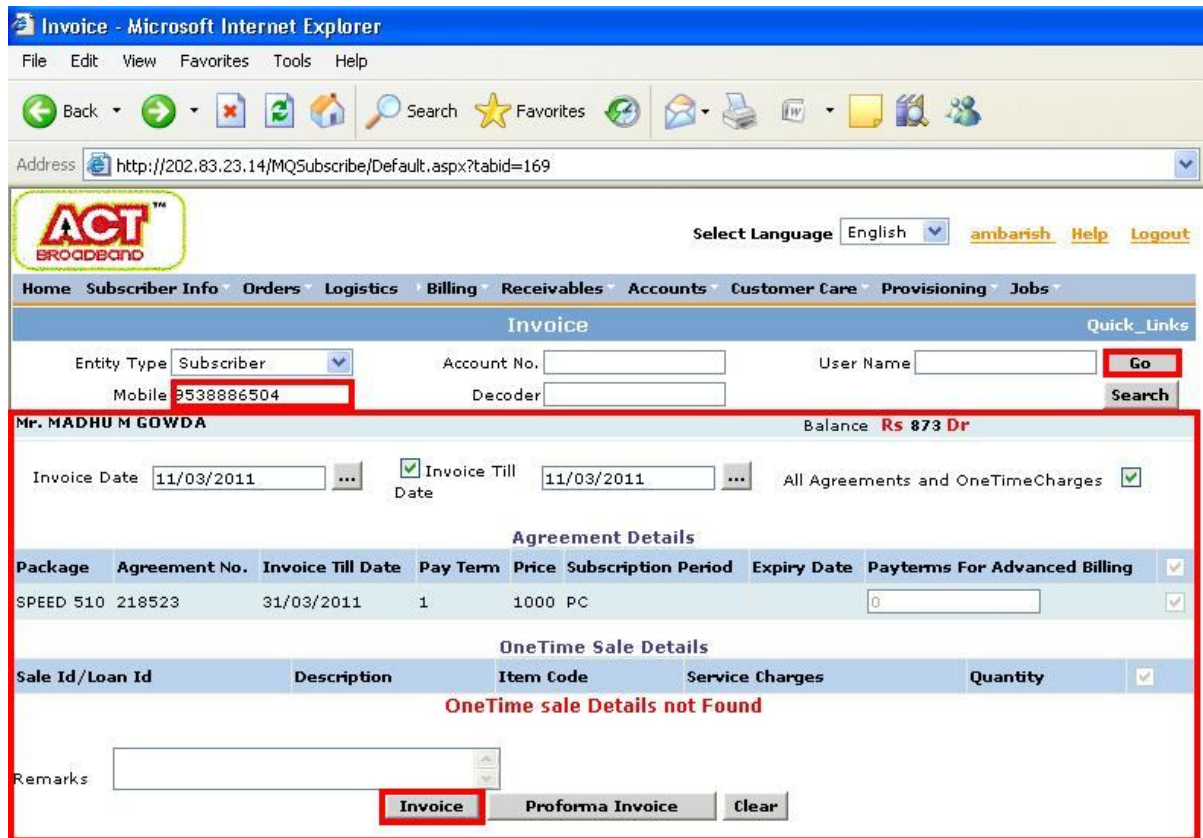
Account No. 153143
Business Entity BANSWD
Invoice No. 1311961
Invoice Date 11/03/2011
Invoice Amount 875
Amount Paid 0

Service Consumer Id	Agreement No.	Description	Package	Service	Amount
Charges					
153143	218523	SUBSCRIPTION CHARGES(07/03/2011-07/03/2011)	SPEED110	NONE	19.35
153143	218523	SUBSCRIPTION CHARGES(08/03/2011-31/03/2011)	SPEED510	NONE	774.19
Adjustments					
153143		Round off type Adjustments			0.23
Taxes					
153143	218523	CESS of 2 % On SERVICE TAX	SPEED110	NONE	0.03
153143	218523	SECONDARY CESS of 1 % On SERVICE TAX	SPEED110	NONE	0.01
153143	218523	SERVICE TAX of 10 % On SUBSCRIPTION CHARGES	SPEED110	NONE	1.93
153143	218523	CESS of 2 % On SERVICE TAX	SPEED510	NONE	1.54
153143	218523	SECONDARY CESS of 1 % On SERVICE TAX	SPEED510	NONE	0.77
153143	218523	SERVICE TAX of 10 % On SUBSCRIPTION CHARGES	SPEED510	NONE	77.41
Charges 793.54		Discounts 0	Adjustments 0.23		Taxes 81.69

Step 2: Billing – Invoice

It is the choice where customer monthly invoice is generated.

Fill out the Account no, Mobile no in the Invoice Page and click Go button.



Invoice - Microsoft Internet Explorer

Address: http://202.83.23.14/MQSubscribe/Default.aspx?tabid=169

ACT BROADBAND

Select Language: English | ambarish | Help | Logout

Home | Subscriber Info | Orders | Logistics | **Billing** | Receivables | Accounts | Customer Care | Provisioning | Jobs

Invoice Quick Links

Entity Type: Subscriber | Account No. | User Name | **Go**

Mobile: 9538886504 | Decoder | Search

Mr. MADHU M GOWDA Balance: Rs 873 Dr

Invoice Date: 11/03/2011 | Invoice Till Date: 11/03/2011 | All Agreements and OneTimeCharges: ☒

Agreement Details

Package	Agreement No.	Invoice Till Date	Pay Term	Price	Subscription Period	Expiry Date	Payterms For Advanced Billing
SPEED 510	218523	31/03/2011	1	1000 PC			0

OneTime Sale Details

Sale Id/Loan Id	Description	Item Code	Service Charges	Quantity
OneTime sale Details not Found				

Remarks:

Invoice | Proforma Invoice | Clear

Once all the above details have been filled out, press clicks *Invoice* button and then *Proforma Invoice* button.

Step 3: Billing – Deposit

It is the choice where customer's deposit is updated.

Fill out the Account no, Mobile no in the Deposit Page and click Go button. If the customer's detail is available, then click *Add* button. Also, select the appropriate one, from the category drop-down box

Deposits - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail New Tab

Address <http://202.83.23.14/MQSubscribe/Default.aspx?tabid=170>

ACT BROADBAND Select Language English [amharish](#) [Help](#) [Logout](#)

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Deposits

Account No. User Name Mobile

Mr. LOKESH BABU 9538886614(M)
lokesht_nanda@rediffmail.com
Balance **Rs 850 Cr**

Package ALL Payment Status All Subscriber Currency **Rs**
Subscriber Balance 850 **Cr**

New Deposit Details

<input type="checkbox"/>	Package	Service	Deposit	Deposit Amount	Start Date	Remarks	LockInPeriod (months)	Paid Status
<input type="checkbox"/>	SPEED210	NONE	SECDEP	1500	11/03/2011		0	UNPAID

Once all the above details have been filled out, press clicks **Save** button.

Step 4: Billing – Adhoc Discount

It is the choice where customer's discount is updated.

Fill out the Account no, Mobile no in the Adhoc discount Page and click **Go** button. If the customer's detail is available, then click **Add** link. Also, select the appropriate one, from the category drop-down box.

Adhoc Discounts - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail New Window New Tab

Address <http://202.83.23.14/MQSubscribe/Default.aspx?tabid=412>

ACT BROADBAND

Select Language English [amharish](#) [Help](#) [Logout](#)

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Adhoc Discounts

Entity Type Account No. User Name

Mobile Decoder

Mr. LOKESH BABU Balance **Rs 850 Cr**

Charge Details

Action	Charge Code	Service Code
LIST 1 Add	Usage Charges	SPEED 210
LIST 1 Add	SUBSCRIPTION CHARGES	NONE

Charge Discount Details

Action	Charge Code	Package	Service Code	Discount	Type	Value	From Date	To Date
New Discount								
	Charge Code	Discount	Type	Value	From Date	To Date		
	SUBSCRIPTION CHARGES	POWER I	Amount	50	07/03/2011	30/12/2300		

Once all the above details have been filled out, press clicks Save button.

Step 5: Billing – Post Dated Payment Instrument

It is the choice where customer's PDPI is updated.

Fill out the Account no, Mobile no in the PDPI instrument Page and click Go button. If the customer's detail is available, then click *New PDPI* button. Also, select the appropriate one, from the category drop-down box and fill out the text boxes as indicated.

Post Dated Payment Instrument - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites RSS Print Mail

Address <http://202.83.23.14/MQSubscribe/Default.aspx?tabid=263>

ACT BROADBAND Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Post Dated Payment Instrument

Account No. 153145 User Name Mobile Go Search

Mr. LOKESH BABU 9538886614(M) lokesh_nanda@rediffmail.com Balance Rs 850 Cr

Package Details

Package SPEED210 Agreement No. 218526 Subscription Period PC
Pay Term 1 Connection Date 07/03/2011 Expiry Date 30/12/2300

PDPI Details

PDPI Type Post Dated Cheques Due Date 11/03/2011 Due Amount 2500
Collector Code Z3-PIN-SYED AMER Payment Agent Banaswadi
Bank Name Axis Bank Branch Name Malleswaram

☒ Range Serial No From 12 To 12 Generate

PDPI Details Add Remove

Existing PDPI Details

Save Clear Modify PDPI

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Once all the above details have been filled out, press clicks Save button.

Step 6: Billing – Modify Billing Status

It is the choice where customer's billing status is updated.

Fill out the Account no, Mobile no in the Modify billing Page and click Go button. If the customer's detail is available, then tick check box. Also select appropriate check box for Billing Suppress option to avoid generation of charges for particular service and also select the appropriate one check box for Stop SOA option to send message for particular group of persons and and fill out the text boxes as indicated.

Modify Billing Status - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: <http://202.83.23.14/MQSubscribe/Default.aspx?tabid=324>

ACT BROADBAND Select Language: English [amharish](#) [Help](#) [Logout](#)

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Modify Billing Status

Account No. User Name Mobile

Mr. LOKESH BABU 9538886614(M)
lokesh_nanda@rediffmail.com
Balance Rs 850 Cr

Bill Suppress/Stop SOA ☒

Bill Suppress ☐ On ☒ Off
Stop SOA ☐ On ☒ Off
Reason:
Remarks:

Suspend/Reactivate Agreements ☐

Package	Status	Subscription Period	Invoice Till Date	Reason	Action
SPEED 210	ACTIVE	PC	06/03/2011	<input type="text" value="None"/>	<input type="button" value="Suspend"/>

Once all the above details have been filled out, press clicks *Save* button.

5) Receivables

The process of updating customer payment for Broadband and IPTV services is described below.

Step 1: *Receivables - Payment* – Open the Customer Payment page.

On the main screen of the MQ subscriber, click on the *Receivables* link. Then click on *Payment* link. After filling the Account no, click *Go* button.

Payment

202.83.23.14/MQSubscribe/Default.aspx?tabid=322

ACT BROADBAND Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Payment

Entity Type Subscriber Account No. 153145 User Name Go
Mobile Decoder Search

MR. LOKESH BABU Balance Rs 850 Cr

New Payment

Collecting Entity Banaswadi Payment Amount 500
Payment Date 11/03/2011 Subscriber Currency Rupees
Employee Z9-AIN-JAGADEE Paymode CASH
Receipt No 12345 Receipt Date 11/03/2011
Book No. 56789
Remarks

Payment Allocation Details

Distribute towards Debit Instruments

Debit Instrument Details Account Details Deposit Details

Account No.	Number	Type	Date	Amount	Amount Paid	Balance Amount	Payment Amount	TDS Amount	Remarks

Save Clear View Payment

Once all the above details have been filled out, press clicks Save button. If customer is in

Step 2: Receivables – View Payment – Open the Customer View payment page.

On the main screen of the MQ subscriber, click on the *Receivables* link. Then click on *View Payment* link. After filling the Account no, click Go button.

Customer payment page will appear.

View Payment

202.83.23.14/MQSubscribe/Default.aspx?tabid=322&ctl=ViewCollection&isEntity=0

ACT BROADBAND Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

View Payment

Entity Type Subscriber Account No. 153145 Document No Go
Biz. Entity Banaswadi From Date To Date Search
Cheque Number
Name LOKESH BABU Balance Rs 850 Cr

New Payment

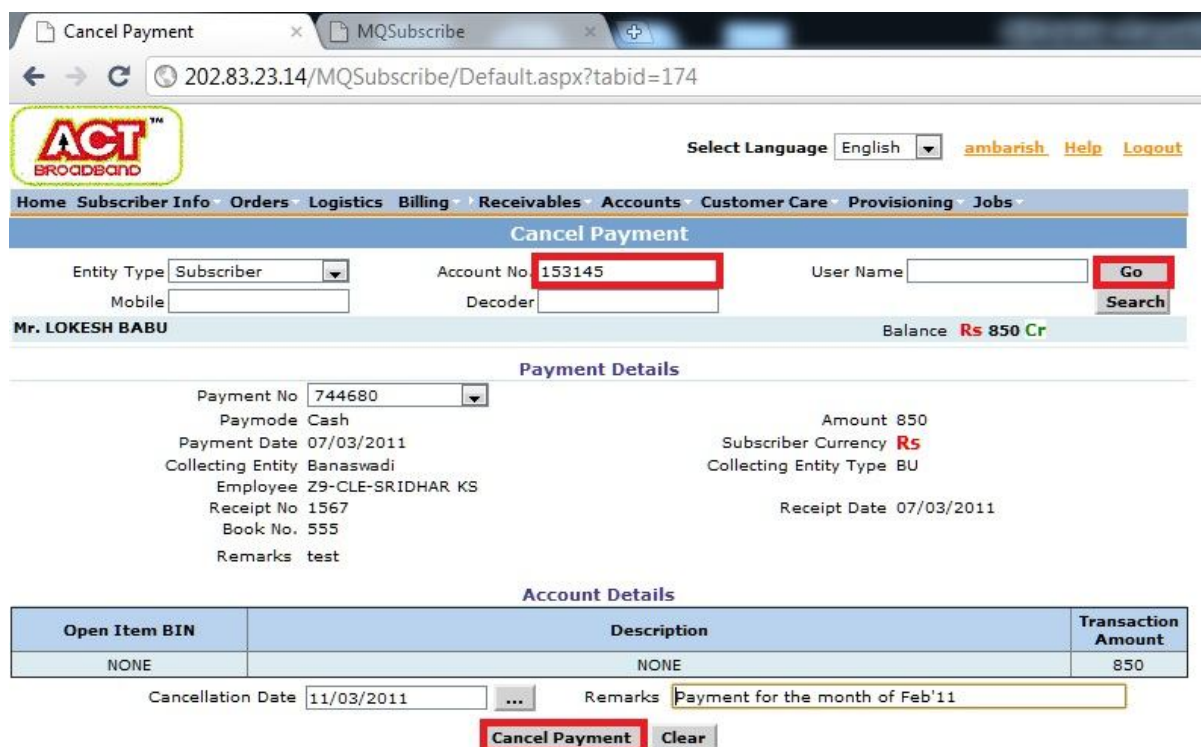
Action	Document No	Account No.	Collected By	Date	Pay Mode	Amount
Edit Print Cancel	744680	153145	Banaswadi	07/03/2011	Cash	Rs 850

Once all the above details have been filled out, press clicks *New Payment* button.

Step 3: *Receivables – Cancell Payment* – Open the Customer *Cancell payment* page.

On the main screen of the MQ subscriber, click on the *Receivables* link. Then click on *Cancell Payment* link. After filling the Account no, click *Go* button.

Customer payment page will appear.



Cancel Payment

Entity Type: Subscriber Account No: 153145 User Name: Go

Mobile: Decoder: Search

Mr. LOKESH BABU Balance Rs 850 Cr

Payment Details

Payment No: 744680 Paymode: Cash Amount: 850

Payment Date: 07/03/2011 Subscriber Currency: Rs

Collecting Entity: Banaswadi Collecting Entity Type: BU

Employee: Z9-CLE-SRIDHAR KS

Receipt No: 1567 Receipt Date: 07/03/2011

Book No: 555

Remarks: test

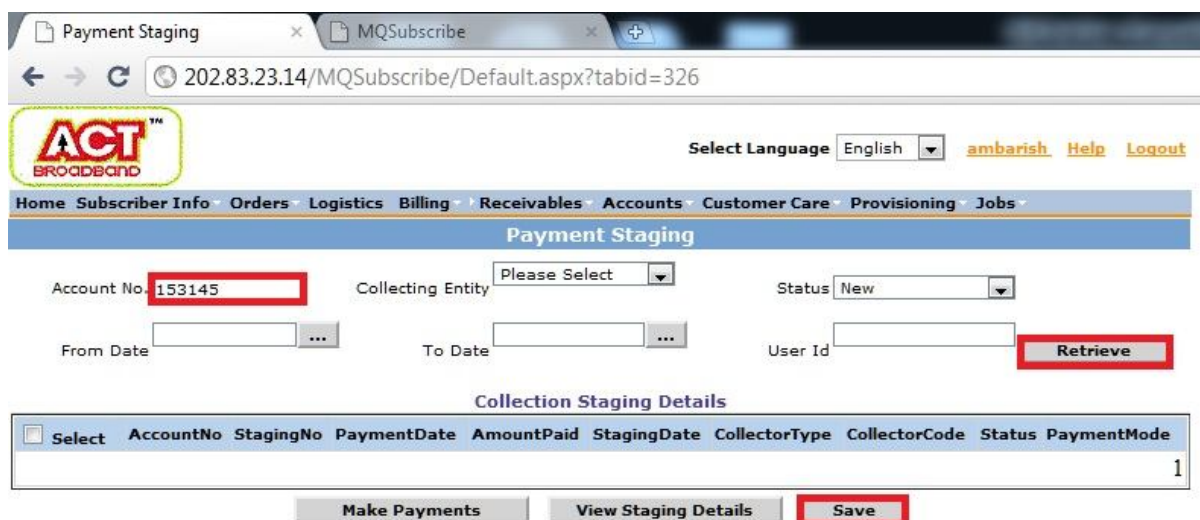
Open Item BIN	Description	Transaction Amount
NONE	NONE	850

Cancellation Date: 11/03/2011 Remarks: Payment for the month of Feb'11

Cancel Payment Clear

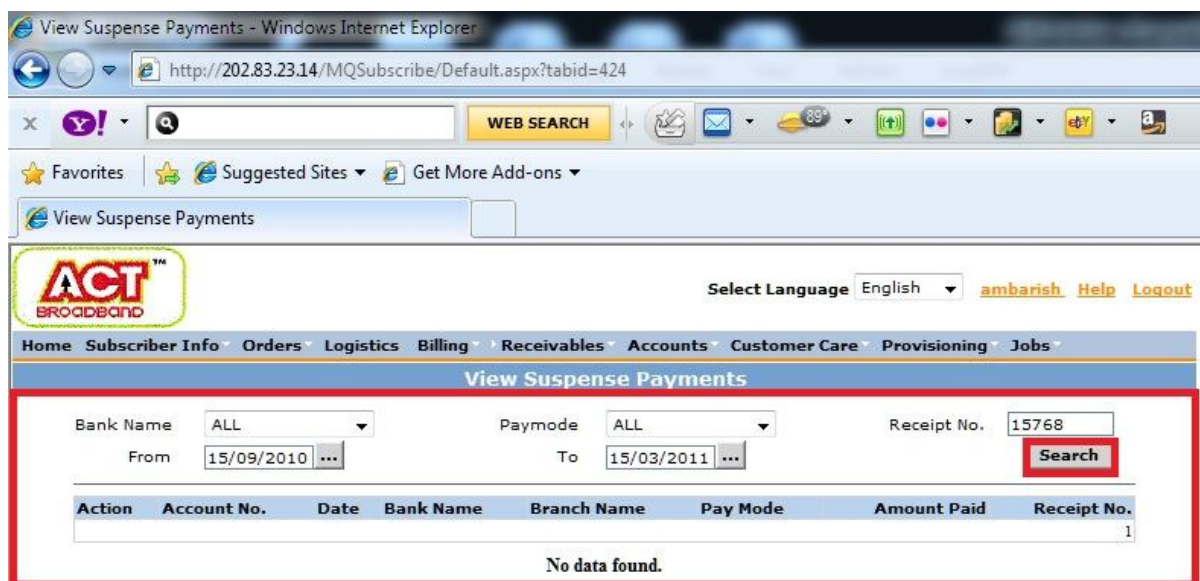
Once all the above details have been filled out, click *Cancell Payment* button.

Step 4: *Receivables – View Payment Staging* – Open the Customer Payment staging page to authorize the concerned person to issue hardware items and packages.



Once all the above details have been filled out press click *Save* button.

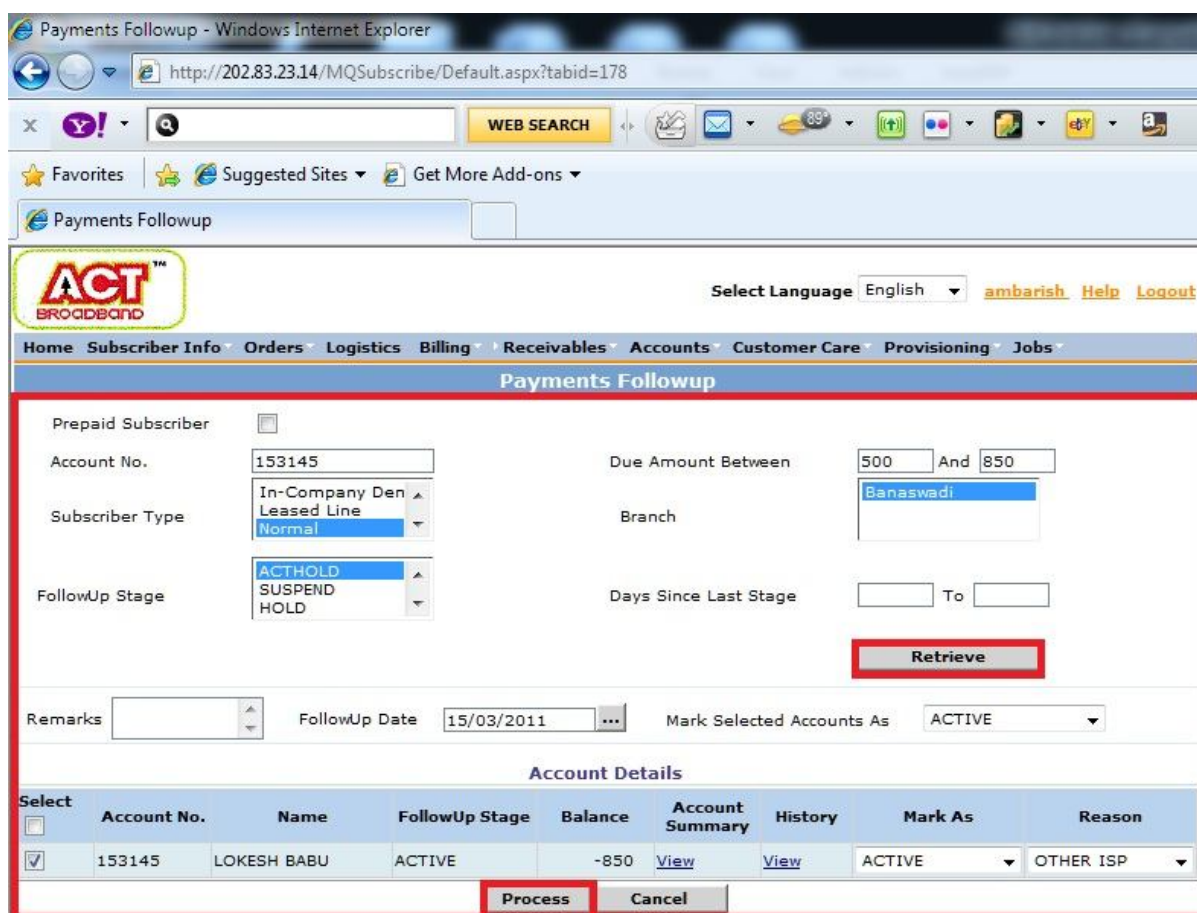
Step 5: Receivables – View Payment Staging – Opens Suspense Payment page to know the payment collection received against incorrect account numbers.



Once all the above details have been filled out press click *Search* button.

Step 6: Receivables – Payment Followup – Opens *Payment Followup* page to update payment collection follow-up.

Fill the appropriate Account no for the customer and also appropriate values in the text boxes as indicated.



Payments Followup - Windows Internet Explorer
 http://202.83.23.14/MQSubscribe/Default.aspx?tabid=178

ACT BROADBAND

Select Language: English | ambarish | Help | Logout

Home | Subscriber Info | Orders | Logistics | Billing | **Receivables** | Accounts | Customer Care | Provisioning | Jobs

Payments Followup

Prepaid Subscriber: ☐

Account No.: Due Amount Between: And

Subscriber Type: Branch:

FollowUp Stage: Days Since Last Stage: To

Retrieve

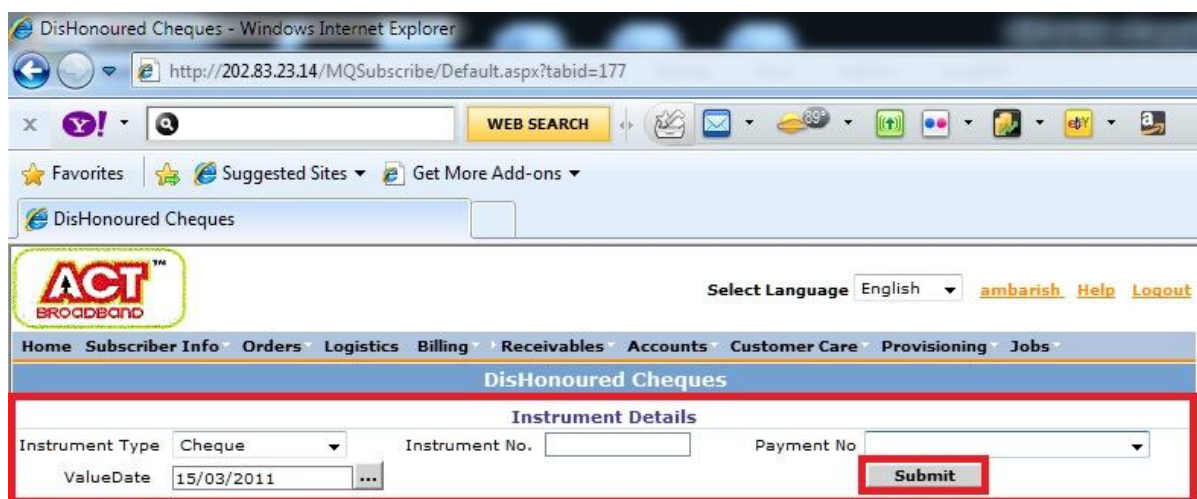
Remarks: FollowUp Date: Mark Selected Accounts As:

Account Details

Select	Account No.	Name	FollowUp Stage	Balance	Account Summary	History	Mark As	Reason
<input checked="" type="checkbox"/>	153145	LOKESH BABU	ACTIVE	-850	View	View	ACTIVE	OTHER ISP

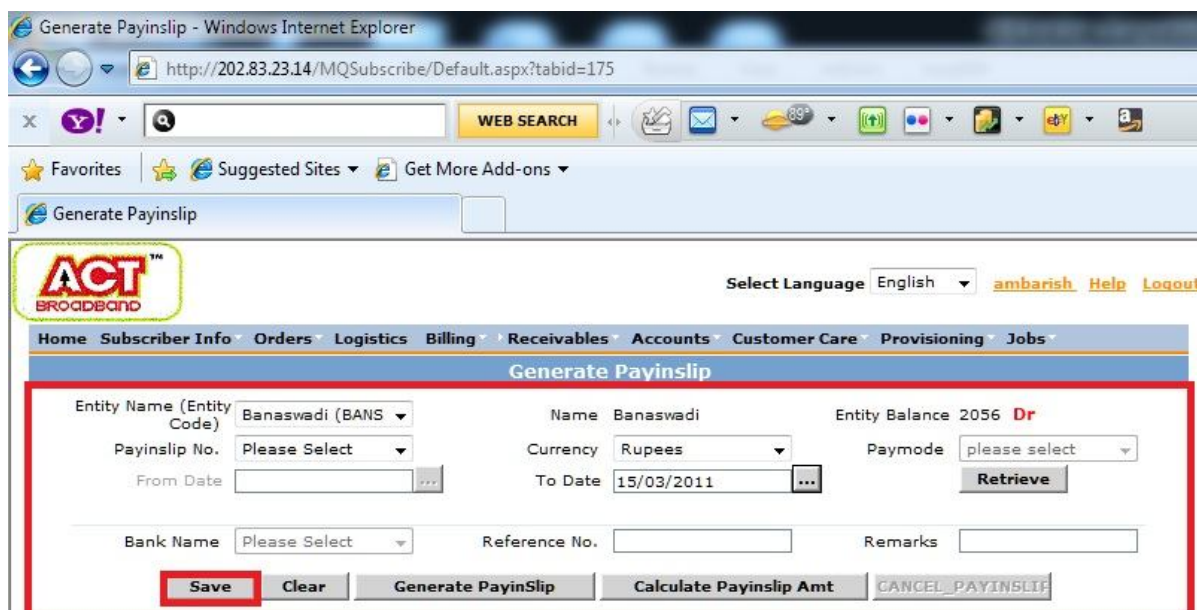
Process **Cancel**

Step 7: Receivables – DisHonoured Cheques – Opens *Dishonored Cheques* page to update the details of the cheques/pay orders that are bounced in the system.



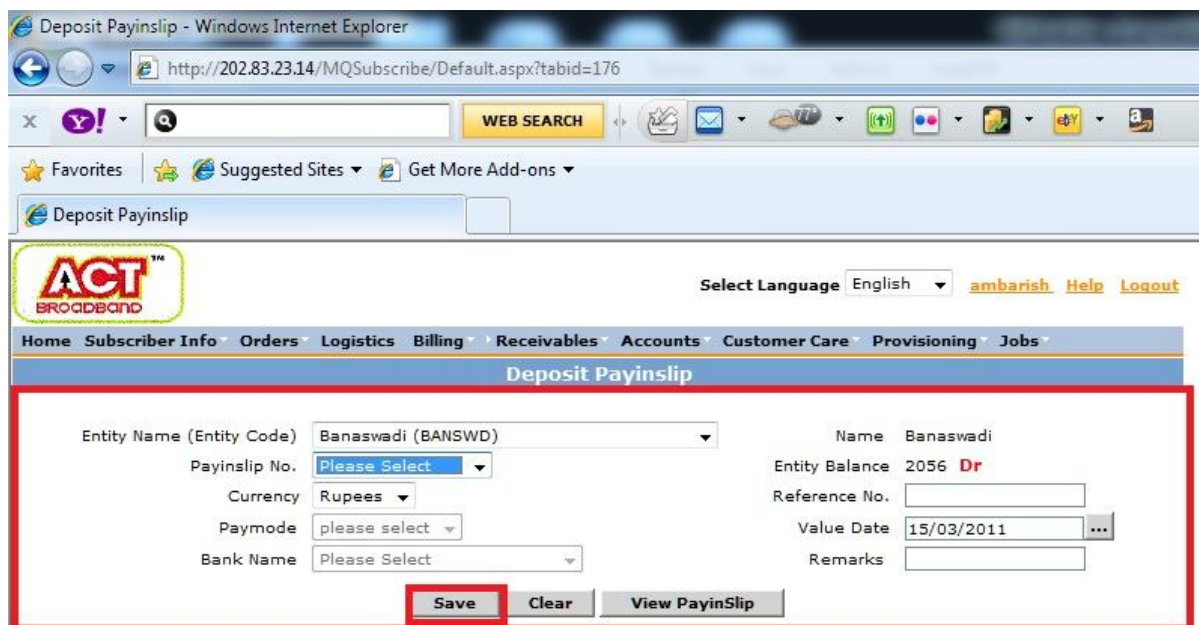
Once all the above details have been filled out press click *Submit* button.

Step 8: Receivables – Generate Payinslip - Opens *Generate Payinslip* page to update LCO's collected payment, Fill out appropriate text boxes as indicated and also select the parameters for the drop-down boxes as indicated.



Once all the above details have been filled out press click *Save* button.

Step 9: Receivables – Deposit Payinslip - Opens *Deposit Payinslip* page Fill out appropriate text boxes as indicated and also select the parameters for the drop-down boxes as indicated.



Once all the above details have been filled out press click *Save* button.

Step 10: Receivables – Mark Credit - Opens *Mark Credit* page to update Credit Note's, Fill out appropriate text boxes as indicated and also select the parameters for the drop-down boxes as indicated.

Mark Credits - Windows Internet Explorer

http://202.83.23.14/MQSubscribe/Default.aspx?tabid=276

Y! WEB SEARCH

Mark Credits

ACT BROADBAND

Select Language English [ambarish](#) [Help](#) [Logout](#)

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Mark Credits

Entity Type Subscriber Account No. 153145 Smartcard No.

Name LOKESH BABU Balance Rs 850 Cr

Credit Instruments

Select	CrInstrument No	CrInstrument Type	Total Cr Amt	Undistributed Amt	Open Item BIN	Account No.	CrInstrumentDate
<input checked="" type="checkbox"/>	744680	COLLECTION	850	850	NONE	153145	07/03/2011

Debit Instruments

DrInstrument No	DrInstrument Type	DrInstrument Date	DrInstrument Amt	Amount Paid	Balance Amount	Transaction Amount	Open It BIN
-----------------	-------------------	-------------------	------------------	-------------	----------------	--------------------	-------------

Also, you will see the customer details in the main screen of the customer center. This means that the customer is successfully created.

Step 12: *Receivables – Dealer Online Payment - Opens Dealer Online Payment page to update Dealer Online payment, Fill out appropriate text boxes as indicated and also select the parameters for the drop-down boxes as indicated.*

Dealer Online Payment - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail New Folder Open Recent Help

Address http://202.83.23.14/MQSubscribe/Default.aspx?tabid=561

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BROADBAND

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Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Dealer Online Payment

Account No. **153112** Name **BANASWADI**

Balance **Rs 2056 Dr**

Details

Payee Test

Payment Date 16/03/2011

Open Item BIN Business Entity Account

Currency Rs

Payment Amount 500

Remarks Collection Amount

Ok

Once all the above details have been filled out click *Ok* button.

6) Accounts

Summary

The process of entering transactions of company through debit and credit accounts

Step 1: *Accounts – GL Account Summary* - Open the General Ledger of company transactions through Financial Year.

On the main screen of the MQ Subscriber, click on the *Account* link. Then click on *GL Account Summary* link.

GL Account Summary - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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Address http://202.83.23.14/MQSubscribe/Default.aspx?tabid=181

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Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

GL Account Summary

From Date 14/02/2011 To Date 16/03/2011 Print View Search Clear

Account Name INSTL SA Currency Rupees

Once all the above drop-down boxes are selected, then click *Search* button.

Step 2: Accounts – CreditNote - Open the Credit Note Page wherein Credit note is posted for subscriber's account due to various reasons.

On the main screen of the MQ subscriber, click on the *Credit Note* link. Then filling the Account no, click on *Retrieve* button.

CreditNote - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail New Tab

Address http://202.83.23.14/MQSubscribe/Default.aspx?tabid=182

ACT BROADBAND

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Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

CreditNote

Entity Subscriber Name LOKESH BABU

Account No. 153145 Subscriber Balance 850 Cr

Credit Note No. Select Subscriber Currency Rs

CreditTowards Accounts Tran Date 16/03/2011 Retrieve

Account Details

Select	Balance	Credit Amount	Open Item BIN
<input type="checkbox"/>	-850	0	NONE
<input type="checkbox"/>	0	0	HW

Retrieve History

Adjustment From Date 16/03/2011

Adjustment To Date 16/03/2011

Adjustment Value 100

Adjustment Type OTHER CHARGES

Reason DISCONNECTION CREDIT ADJ

Annotation Late Payment Fees Update

Adjustments History For Selected Account

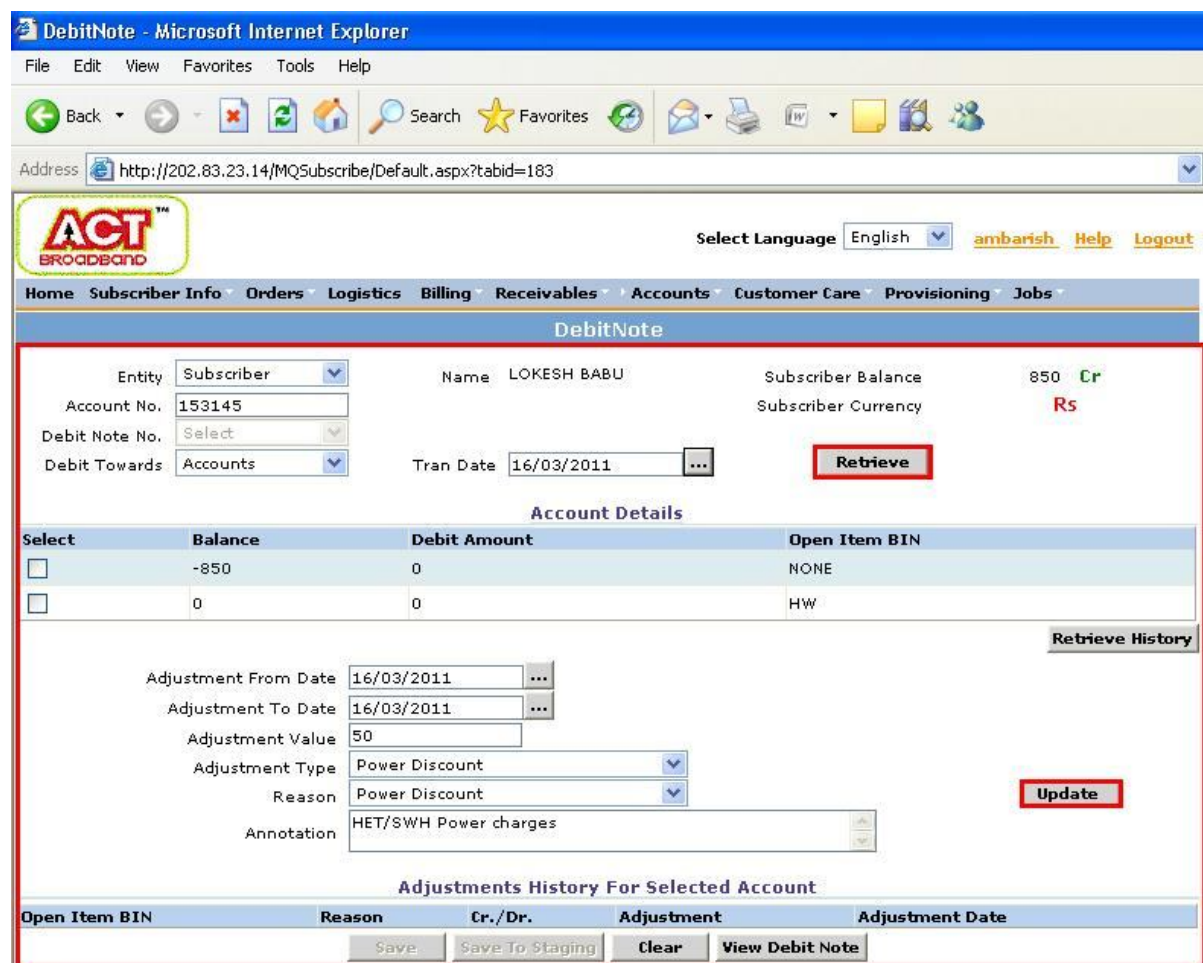
Open Item BIN	Reason	Cr./Dr.	Adjustment	Adjustment Date

Save Save To Staging Clear View Credit Note

Once all the above drop-down boxes are selected, then click *Update* button.

Step 3: Accounts – DebitNote - Open the Debit Note Page wherein Debit note is posted for subscriber's account due to various reasons.

On the main screen of the MQ subscriber, click on the *Debit Note* link. Then filling the Account no, click on *Retrieve* button.



Once all the above details have been filled out, click *Update* button.

Step 4: Accounts – Refunds - Open the Refund Page wherein subscriber amount is refunded either from excess balance or deposit.


On the main screen of the MQ subscriber, click on the *Refund* link. Then filling the Account no, click on *Go* button.

Refunds - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Mail Print W Yellow Folder Help

Address http://202.83.23.14/MQSubscribe/Default.aspx?tabid=184

 Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Refunds

Account No. 153145 User Name Mobile Go Search

Mr. LOKESH BABU 9538886614(M)
lokesh_nanda@rediffmail.com
Balance Rs 850 Cr

Subscriber Currency Rs Subscriber Balance 850 Cr

Pay Mode CA ☐ Refund from Deposit Amount ☒ Refund from Subscriber Balance

Refund Date 16/03/2011 Amount to Refund 850

Refund reference No. 5689 Remarks Refund

Save Clear

Once all the above drop-down boxes are selected, then click Save button.


Step 5: *Accounts – Inter/Intra Party JV* - Open the *Inter/Intra Party JV* Page wherein subscriber amount is transferred from either Account to Account / Child to Parent.

Inter/Intra Party JV - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail New Window New Tab

Address http://202.83.23.14/MQSubscribe/Default.aspx?tabid=185

 Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Inter/Intra Party JV

Source Account Details

JV Type Account to Account
Entity Subscriber
Account No. 153145
Name LOKESH BABU
Open Item BIN HW
Amount To Transfer 500
Reason
Subscriber Balance Rs 850 Cr
Account Group Balance Rs 0 Dr
Value Date 16/03/2011

Target Account Details

Entity Subscriber
Account No. 153143
Name MADHU M GOWDA
Open Item BIN Select
Subscriber Balance Rs 873 Dr
Account Group Balance Rs

Save Clear

Once all the above details have been filled out, click **Save** button.


Step 6: *Accounts – View Cr/Dr Note Staging* - Open the *View Cr/Dr Note Staging* Page where subscriber credit or debit notes are moved to staging area can be viewed

View Cr/Dr Note Staging - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail New Window New Tab

Address http://202.83.23.14/MQSubscribe/Default.aspx?tabid=464

 Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

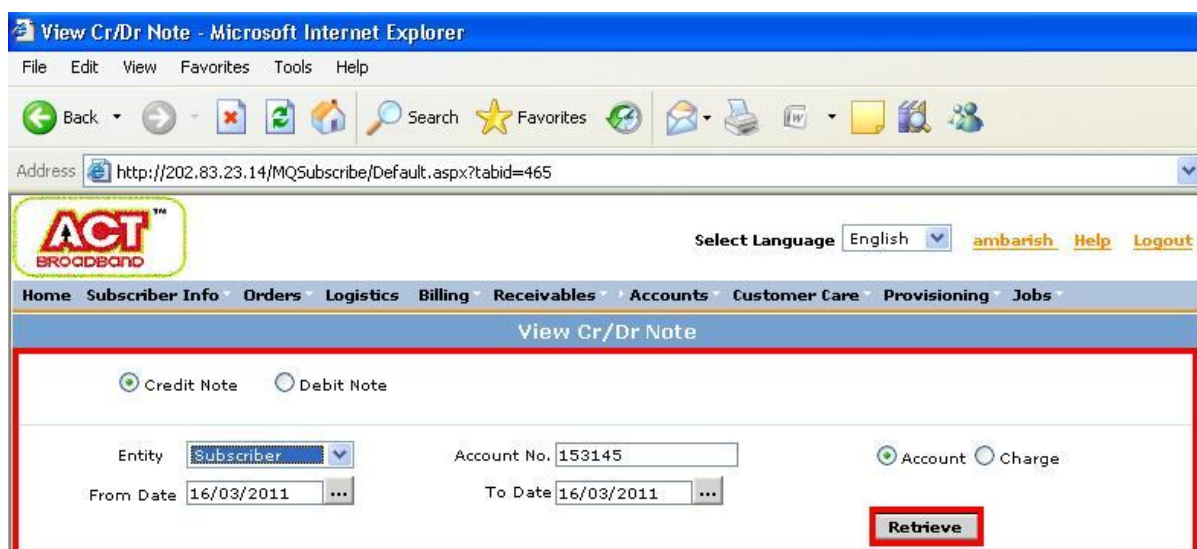
View Cr/Dr Note Staging

☒ Credit Note ☐ Debit Note

Entity Subscriber Account No. 153145
From Date 01/03/2011 To Date 16/03/2011
Status New brcode_1 HW
Account Charge
Retrieve

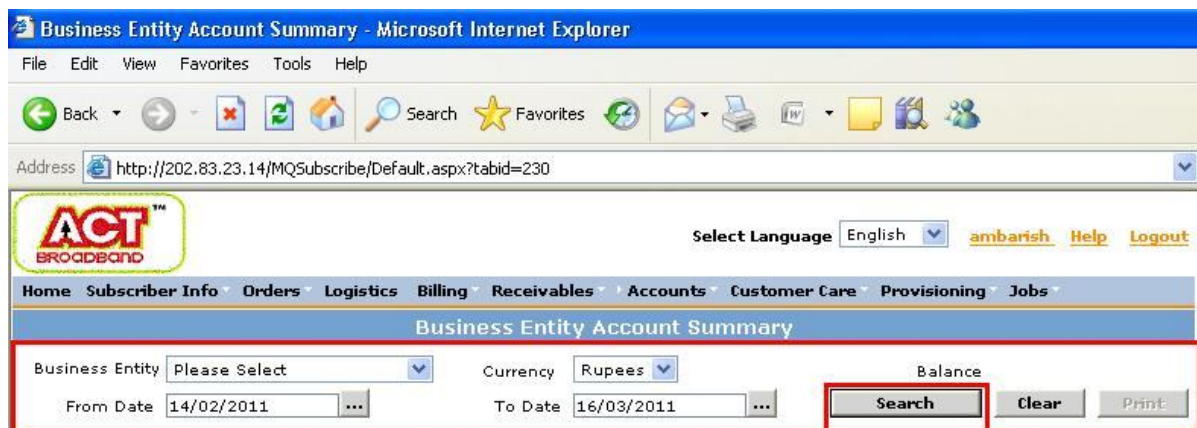
Once all the above details have been filled out, click **Retrieve** button.

Step 6: Accounts – View Cr/Dr Note - Open the *View Cr/Dr Note* Page where subscriber credit or debit notes can be viewed



Once all the above details have been filled out, click *Retrieve* button.

Step 7: Accounts – Business Entity Account Summary - Open the *BE Account Summary* Page where Business Entity Transactions made can be viewed



Once all the above details have been filled out, click *Search* button.

Step 8: Customer Care – Ticket Registration - Open the *Ticket Registration* Page is used for booking tickets for a subscriber depending on the significance of the problem.

Ticket Registration - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail New Tab

Address <http://202.83.23.14/MQSubscribe/Default.aspx?tabid=187>

ACT BROADBAND Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Ticket Registration

Account No. 153145 User Name Mobile **Go** Search

Mr. LOKESH BABU 9538886614(M)
lokesh_nanda@rediffmail.com
Balance Rs 850 Cr

Ticket Priority Higher Employee * Z9-BRM-MADHU Ticket Type COMP

Ticket Date & Time 16/03/2011 17:07 Status New

Preferred Date & Time 16/03/2011 17:07

Ticket Description Customer called to complaint internet not working troubleshot and found Browser Issue

Notes

Attachments Browse... Download

Resolution BROWSER PROBLEM

Problem Details

Problem	Remarks	Add

Save Clear Save & Close Modify Ticket

Example Data:

Account No: 153145
Ticket Priority: Higher
Employee: Madhu

Resolution : Browser Problem
Notes: (Remarks If Any)
Preferred Date & Time:
(16/03/2011 17:07 P.M)

Ticket Type: COMP
Ticket Description: (Remarks)

Fill out the required details and click *Save* button and *Modify Ticket* button to modify ticket details.

Step 9: Customer Care – Ticket Tracking & History - Open the *Ticket Tracking & History* Page is used for tracking the changes made to the ticket or to the work order.

Also, select the effective Ticket no / Account no.

TicketTracking & History - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail New Tab

Address <http://202.83.23.14/MQSubscribe/Default.aspx?tabid=188>

ACT BROADBAND Select Language English amharish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

TicketTracking & History

Ticket Details

Ticket No. Account No. **Retrieve**

Subscriber Name

Ticket Priority Status Ticket Type

Preferred Date & Time Date Last Update

Escalation Status Escalation Type Escalation Level

Ticket Description

Notes

Resolution **Save**

Call_Type

☐ In Bound

☐ Out Bound

Ticket History

Notes	Status	Created Date	User Id	Employee	Ticket Type	Priority	Call_Type

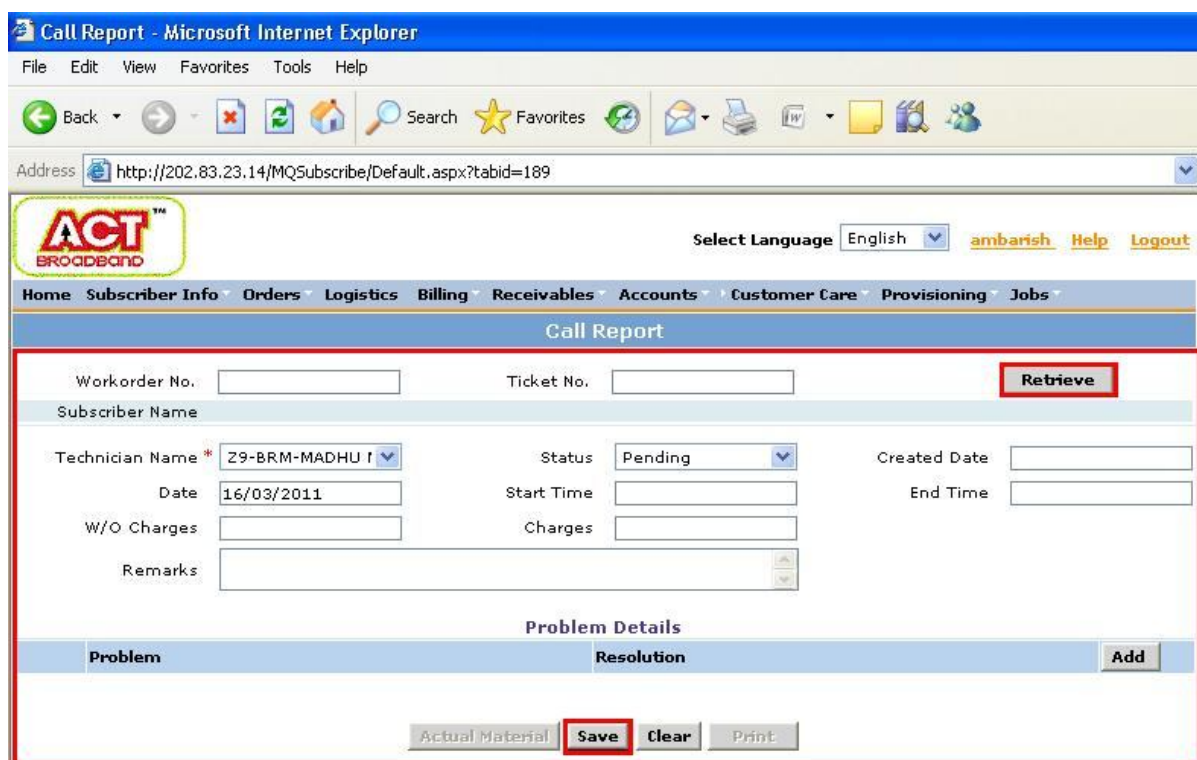
WorkOrder History

Select Action	Workorder No.	Date	Problem Description	Price	Status	Scheduled date	Scheduled Start Time	Scheduled End Time	Employee

Once all the above details have been filled out, click **Save** button.

Step 10: Customer Care – Call Report - Open the **Call Report** Page is used for updating status of a particular complaint tracking the changes made to the ticket or to the work order.

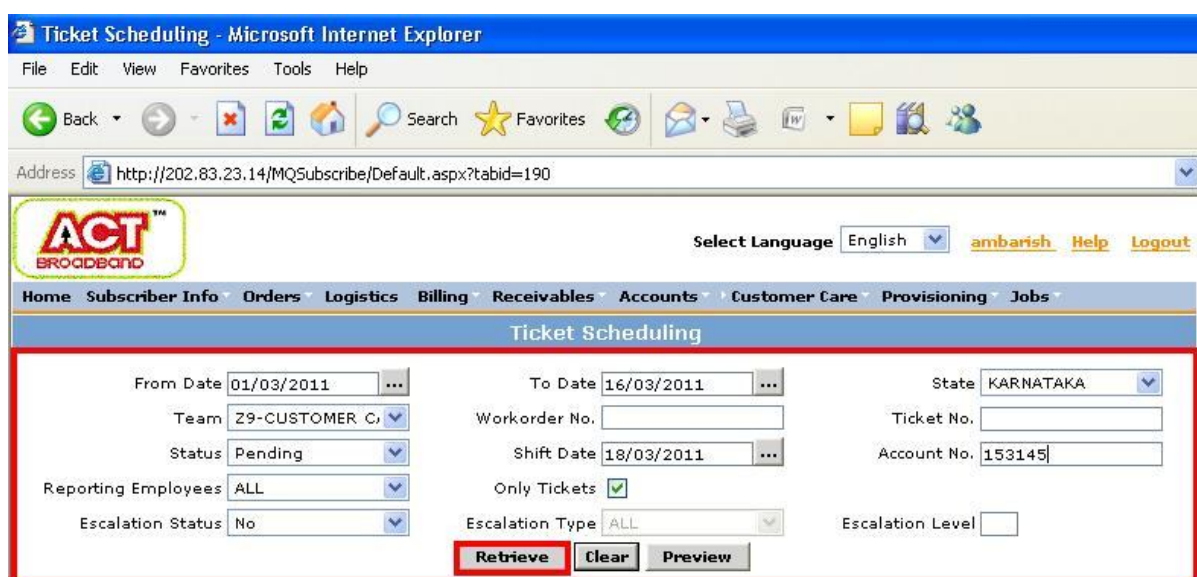
First, update Ticket No. / Work order No on the Call Report page, then click **Retrieve** button



Once all the above details have been filled out, click **Save** button.

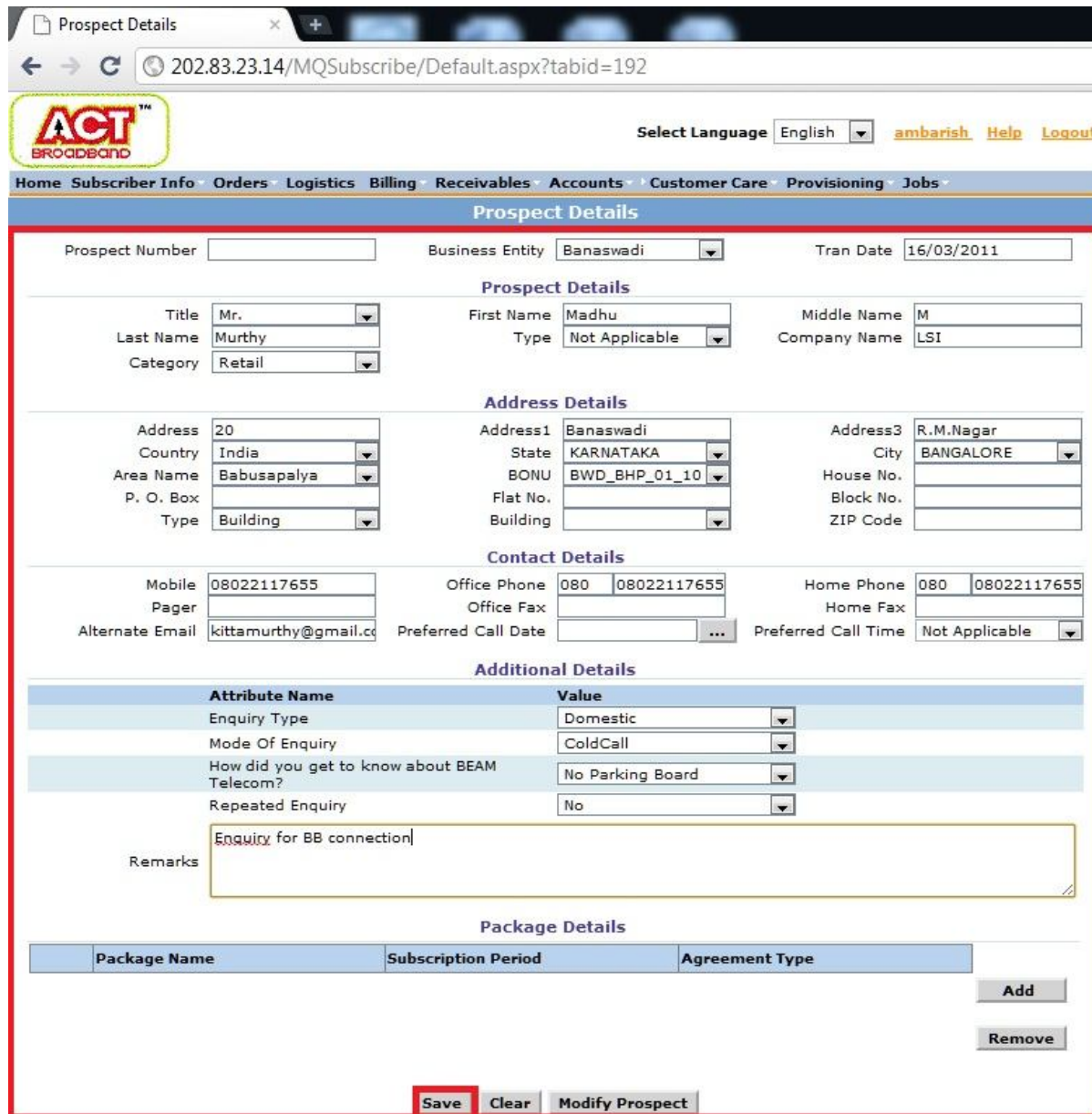
Step 11: Customer Care – Ticket Scheduling - Open the *Ticket Scheduling* Page is used for scheduling work orders/tickets for particular subscriber.

First, update Ticket No/Account No on the Call Report page, then click *Retrieve* button



Once all the above details have been filled out, click **Save** button.

Step 12: Customer Care – Prospect Details - Open the *Prospect Details* Page is used when person calls to Customer Care department for enquiry about available products.



The screenshot shows a web browser window with the URL 202.83.23.14/MQSubscribe/Default.aspx?tabid=192. The page title is "Prospect Details". The ACT Broadband logo is in the top left. A navigation bar includes links: Home, Subscriber Info, Orders, Logistics, Billing, Receivables, Accounts, Customer Care, Provisioning, and Jobs. The "Customer Care" link is highlighted.

The form is titled "Prospect Details" and contains the following sections:

- Prospect Details:**
 - Prospect Number:
 - Business Entity:
 - Tran Date:
- Personal Details:**
 - Title:
 - Last Name:
 - Category:
 - First Name:
 - Type:
 - Middle Name:
 - Company Name:
- Address Details:**
 - Address:
 - Country:
 - Area Name:
 - P. O. Box:
 - Type:
 - Address1:
 - State:
 - BONU:
 - Flat No.:
 - Building:
 - Address3:
 - City:
 - House No.:
 - Block No.:
 - ZIP Code:
- Contact Details:**
 - Mobile:
 - Office Phone:
 - Home Phone:
 - Pager:
 - Office Fax:
 - Home Fax:
 - Alternate Email:
 - Preferred Call Date:
 - Preferred Call Time:
- Additional Details:**

Attribute Name	Value
Enquiry Type	<input type="text" value="Domestic"/>
Mode Of Enquiry	<input type="text" value="ColdCall"/>
How did you get to know about BEAM Telecom?	<input type="text" value="No Parking Board"/>
Repeated Enquiry	<input type="text" value="No"/>
- Remarks:**
- Package Details:**

Package Name	Subscription Period	Agreement Type
<div style="text-align: right;"> <input type="button" value="Add"/> <input type="button" value="Remove"/> </div>		

At the bottom of the form, there are three buttons: **Save**, **Clear**, and **Modify Prospect**.

Once all the above details have been filled out, click **Save** button.

Step 13: Customer Care – Followup Details - Open the *Followup Details* Page is used to followup of all prospects and documents that are assigned to a particularly employee. An Employee can retrieve and check details of the prospect or documents whenever required.

Followup Details

202.83.23.14/MQSubscribe/Default.aspx?tabid=193

ACT BROADBAND

Select Language: English | ambarish | Help | Logout

Home | Subscriber Info | Orders | Logistics | Billing | Receivables | Accounts | Customer Care | Provisioning | Jobs

Followup Details

Lead Type: Prospect Followup	Business Entity: All	State: KARNATAKA
Status: Unassigned	Next Call Time: Any	FollowUp Status: All
From Date: 16/02/2011	To Date: 16/03/2011	Next Call Date: 16/03/2011
Contact Details:	Email:	Team: ALL
Employee: Z9-CLE-JAGADEE		

Retrieve Set All Save Clear

Once all the above details have been filled out, click *Retrieve* button then click *Save* button.

Step 14: *Customer Care – Ticket Status* - Open the *Ticket Status* Page is used to search ticket based on filters such as Account number and Ticket no.

Ticket Status

202.83.23.14/MQSubscribe/Default.aspx?tabid=194

ACT BROADBAND

Select Language: English | ambarish | Help | Logout

Home | Subscriber Info | Orders | Logistics | Billing | Receivables | Accounts | Customer Care | Provisioning | Jobs

Ticket Status

Ticket Details

Smartcard No.	Account No. 153145	Ticket No.
Ticket Type: COMPLAINT	Ticket Status: ALL	Employee: ALL
Escalation Status: ALL	Escalation Type: ALL	Escalation Level:
From Date: 16/02/2011	To Date: 16/03/2011	

Search Clear

List Of Tickets

Total No.of records=1


Search Ticket No.	Account No.	Name	Ticket Type	Notes	Ticket Date	Status	Employee
1432216	153145	LOKESH BABU	COMPLAINT	test	07/03/2011 19:06	Closed	Z9-PIN-SRIDHAR KS

Once all the above details have been filled out, click *Search* button.

Step 15: *Customer Care – Transaction History* - Open the *Transaction History* Page display complete record of every transaction performed for a subscriber.

Transaction History x MQSubscribe x

202.83.23.14/MQSubscribe/Default.aspx?tabid=254

 Select Language English [ambarish](#) [Help](#) [Logout](#)

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Transaction History

☐ Smart Card No. Account No.

☒ Account No. History Type Sub Type

From Date To Date

Name LOKESH BABU

Date	User Id	Sub Type	Description
11/03/2011 3:22:51 PM	ambarish	INVOICE	Invoice number 24 generated for amount 756
08/03/2011 11:24:36 AM	ADMIN	GENREQ	SMS sent to Mobile No : 919538886623 with the Message Id : 12065738
08/03/2011 11:24:28 AM	ADMIN	GENREQ	SMS sent to Mobile No : 919538886623 with the Message Id : 12065736
07/03/2011 7:12:14 PM	nareshkb	TICKET	Ticket No : 1432216 Details are modified For the Account Number ::153145
07/03/2011 7:08:42 PM	nareshkb	GENREQ	SMS sent to Mobile No : 919538886614 with the Message Id : 12065671
07/03/2011 7:08:41 PM	nareshkb	WORK ORDER	Work order: 1329337 Generated For the Account Number ::153145
07/03/2011 7:08:41 PM	nareshkb	TICKET	Ticket No : 1432216 Generated For the Account Number ::153145
07/03/2011 6:54:33 PM	nareshkb	GENREQ	SMS sent to Mobile No : 919538886614 with the Message Id : 12065668
07/03/2011 6:54:31 PM	nareshkb	CONREQ	Provisioning Request(s) Confirmed For Process Request Id 512414 and Business Process NEW AGREEMENT
07/03/2011 6:53:36 PM	nareshkb	GENREQ	Provisioning Request(s) Generated For Process Request Id 512414 and Business Process NEW AGREEMENT and Agreement Id 404268
07/03/2011 6:51:47 PM	nareshkb	TICKET	Ticket No : 1432215 Details are modified For the Account Number ::153145
07/03/2011 6:51:47 PM	nareshkb	WORK ORDER	Call Report No : 98592 Genetated For the Account Number ::153145
07/03/2011 6:49:57 PM	nareshkb	ASSOCIATION	Association done for Item : HGW, Serial No. : 9538886614 with Package : SPEED210
07/03/2011 6:49:05 PM	nareshkb	GENREQ	SMS sent to Mobile No : 919538886614 with the Message Id : 12065666
07/03/2011 6:49:05 PM	nareshkb	PAYMENT	Received payment for 850 with payment no. 744680 with paymode : CA
07/03/2011 6:44:02 PM	nareshkb	GENREQ	SMS sent to Mobile No : 919538886614 with the Message Id : 12065663
07/03/2011 6:44:01 PM	nareshkb	WORK ORDER	Work order: 1329336 Generated For the Account Number ::153145
07/03/2011 6:44:01 PM	nareshkb	TICKET	Ticket No : 1432215 Generated For the Account Number ::153145
07/03/2011 6:44:01 PM	nareshkb	SETUPREQ	Provisioning Request Setup With Process Request Id 512414 and Business Process NEW AGREEMENT and Agreement Id 404268
07/03/2011 6:44:01 PM	nareshkb	SUBSC	Added Package SPEED210 with standing instruction NONE , SubscriptionPeriod PC , Payterm 1 , Promotion NONE , Dealer BANSWD , Outlets 1

1 2

Once all the above details have been filled out, click *Retrieve* button.

Step 16: Customer Care – Move Work Order - Open the *Move Work Order* Page is used to when a subscriber shifts from one location to another, when subscriber shifts service to new location.

Move Work Order

202.83.23.14/MQSubscribe/Default.aspx?tabid=288

ACT BROADBAND

Select Language English amharish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Move Work Order

Account No. User Name Mobile Go Search

Mr. LOKESH BABU **9538886614(M)**
lokesh_nanda@rediffmail.com
 Balance **Rs 850 Cr**

Subscriber Details

Company Name Passport Address1
 Address2 Address3 Location
 Type Flat No. House No.
 Block No. Type P. O. Box
 ZIP Code Country State
 City Area Name BONU
 Building HUB/Transponder Employee

Contact Details

Mobile Office Phone Home Phone
 Pager Office Fax Home Fax
 Alternate Email

Additional Details

Disconnection Date Connection Date
 Remarks

Save Clear

Once all the above details have been filled out, click **Go** button, then click **Save** button.

Step 17: Customer Care – Assigned Followup List - Open the **Assigned Followup List** Page is used for prospect follow up process to call the prospects and convert them as subscribers by specifying product/package advantages.

Followup Details

202.83.23.14/MQSubscribe/Default.aspx?tabid=396

ACT BROADBAND

Select Language English amharish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

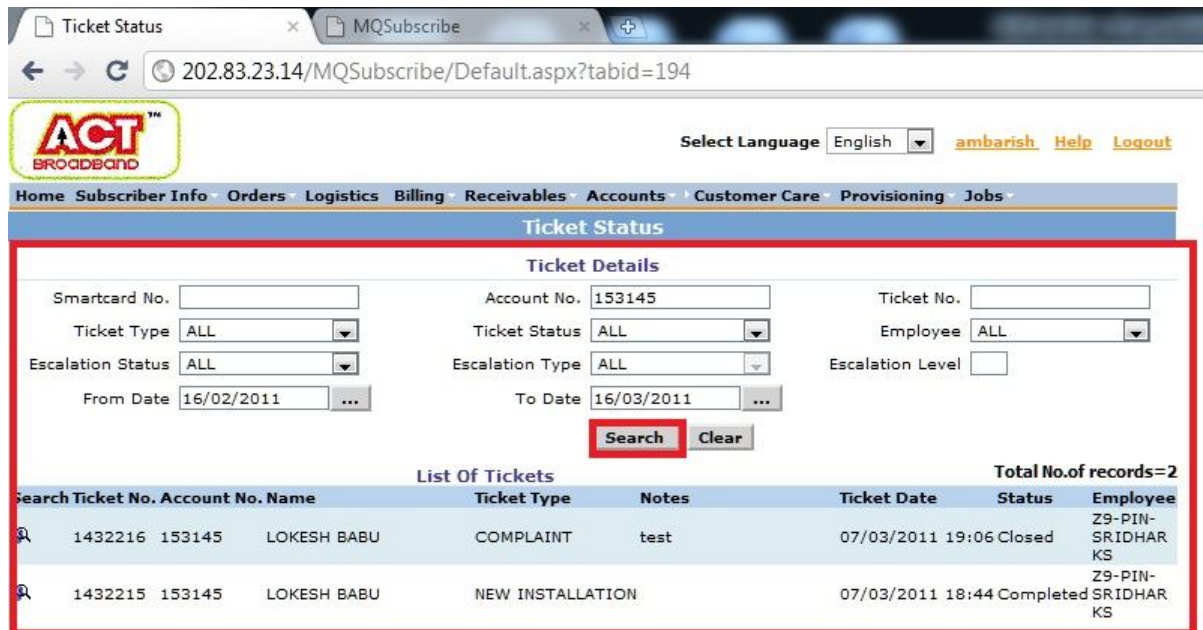
Followup Details

Lead Type Status
 Next Call Date Next Call Time
Retrieve

Search	Prospect Number	Name	Status	Next Call Date	Next Call Time	Notes	Team	State
<input type="text" value="257732"/>	257732	Renjan P	COMPLETED	16/03/2011	10 AM - 11 AM	Testing	9SL	KN

Once all the above details have been filled out, click **Retrieve** button.

Step 18: Customer Care – Ticket Status - Open the *Ticket Status* Page is used to search tickets based on filters such as Account No / Ticket No..



Ticket Status

Select Language: English | ambarish | Help | Logout

Home | Subscriber Info | Orders | Logistics | Billing | Receivables | Accounts | Customer Care | Provisioning | Jobs

Ticket Details

Smartcard No. Account No. Ticket No.

Ticket Type: ALL Ticket Status: ALL Employee: ALL

Escalation Status: ALL Escalation Type: ALL Escalation Level:

From Date: 16/02/2011 To Date: 16/03/2011

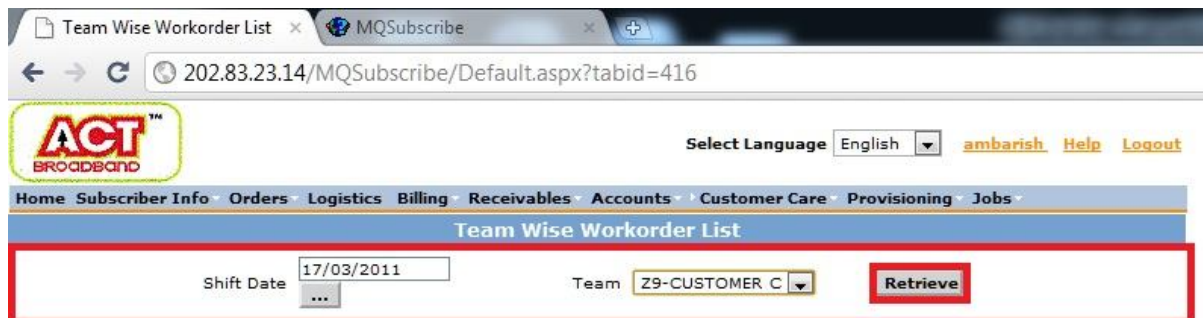
Search **Clear**

List Of Tickets Total No.of records=2

Search Ticket No.	Account No.	Name	Ticket Type	Notes	Ticket Date	Status	Employee
1432216	153145	LOKESH BABU	COMPLAINT	test	07/03/2011 19:06	Closed	Z9-PIN-SRIDHAR KS
1432215	153145	LOKESH BABU	NEW INSTALLATION		07/03/2011 18:44	Completed	Z9-PIN-SRIDHAR KS

Once all the above details have been filled out, click *Search* button.

Step 19: Customer Care – Team Wise Work Order List - Open the *Team Wise Work Order List* Page is used to get team wise list of all the work orders that have been assigned to a particular team based on shift date.



Team Wise Workorder List

Select Language: English | ambarish | Help | Logout

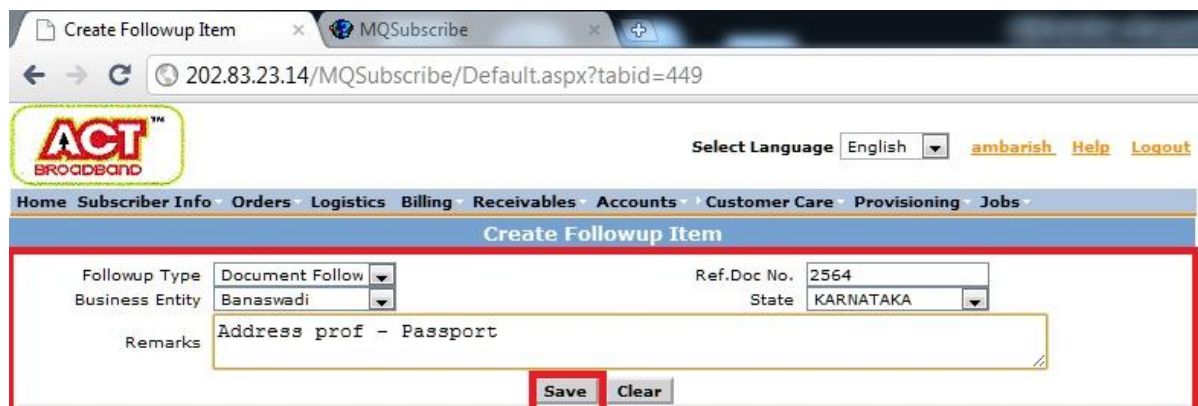
Home | Subscriber Info | Orders | Logistics | Billing | Receivables | Accounts | Customer Care | Provisioning | Jobs

Shift Date: 17/03/2011 Team: Z9-CUSTOMER C

Retrieve

Once all the above drop-down boxes are selected and then click *Retrieve* button.

Step 20: *Customer Care – Create Followup Team* - Open the *Create Followup Team* Page is used for document follow up process. While booking a package, if a subscriber's document is not attached, then the subscriber can be followed up through this screen by the CSR.



Once all the above details have been filled out, click **Save** button.

7) Provisioning

Summary

The process of send and receive provisioning request for different process like activation, disconnection, reconnection, change and renewal of a package.

Pre-requisites

Login id and password for the user.


MQ Subscribe application should be available on the user's PC.

Active customer is required.

Step 1: *Provisioning – Subscriber Package Hardware Association* - Open the *Subscriber Package Hardware Association* to map hardware with subscribed package

Subscriber Package Hard... x MQSubscribe x +

202.83.23.14/MQSubscribe/Default.aspx?tabid=209

 Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Subscriber Package Hardware Association

Account No. 153145 User Name Mobile Go Search

Mr. LOKESH BABU 9538886614(M)
lokesh_nanda@rediffmail.com
Balance Rs 850 Cr

Package Agreement No. Agreement Type

Product Wise Hardware Details

Item Code	Serial Number	Product	Add

Existing Hardware Details

Package	Agreement No.	Item Code	Serial Number	Item Type	Product Code
SPEED 210	218526	HGW	9538886614	CPE	


Save Clear

Once all the above details have been filled out, click **Save** button.

Step 2: Provisioning – *Provisioning Setup* - Open the *Provisioning Setup* to provision services that requires creation of network accounts in provisioning systems which is integrated with these systems for different request like activation of network accounts, suspension of network accounts and modifying network parameters values and terminating the network accounts.

Provisioning Setup x MQSubscribe x

202.83.23.14/MQSubscribe/Default.aspx?tabid=455

 Select Language English [amharish](#) [Help](#) [Logout](#)

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Provisioning Setup

Account No. User Name Mobile [Go](#)

[Search](#)

Mr. LOKESH BABU 9538886614(M)
lokesh_nanda@rediffmail.com
Balance **Rs 850 Cr**

Service Account Details

Agreement No.

Package

Service

Status **Active**

Network Account Details

Action	Network Id	Usage Identifier	Status
<input checked="" type="radio"/>	207730	lokesh_nanda@rediffmail.com	Active

Parameter	Value
PASSWORD	
NetOpAccountName	lokesh_nanda@rediffmail.com
NetOpLocation_Lock	
MAC_ID	
CPE PORT NO	0
VLAN ID	
Connection Type	IP_Bridged
SSID Name	BEAM153145
SSID Key Phrase	79227194
Activating Wifi	1
Broadcast SSID	1
PPPOE Enable	abc
PPPOE Username	dummy user
PPPOE Password	
PPPOE DNSOverrideAllowed	abc
PPPOE DNSServers	dummyip

[Reset Password](#) [Save](#) [Clear](#)

Once all the above details have been filled out, click Save button.

8) Jobs

Summary

The process of uploading batch jobs, file uploads and reports can be scheduled and can be executed periodically using schedule jobs screen.

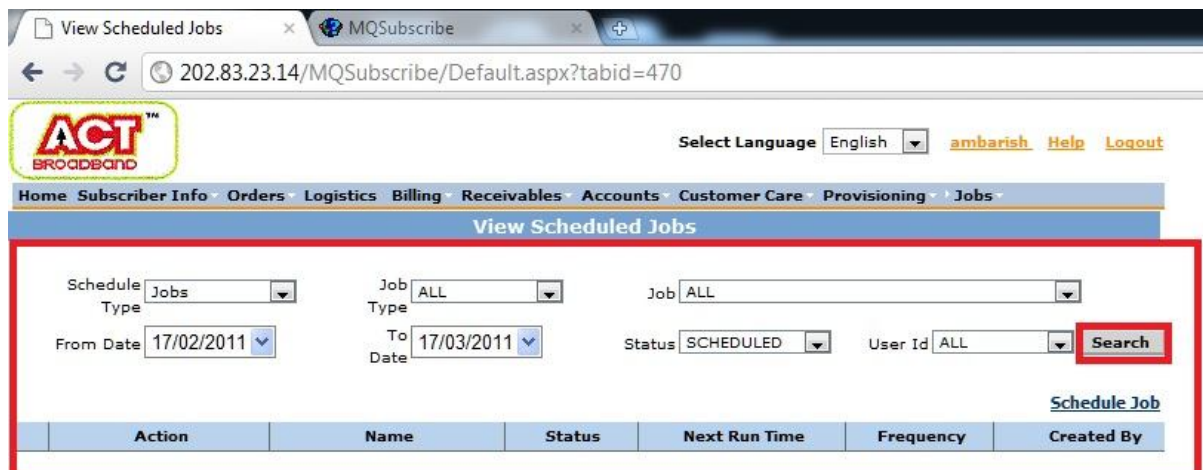
Pre-requisites

Login id and password for the user.

MQ Subscribe application should be available on the user's PC.

Active customer is required.

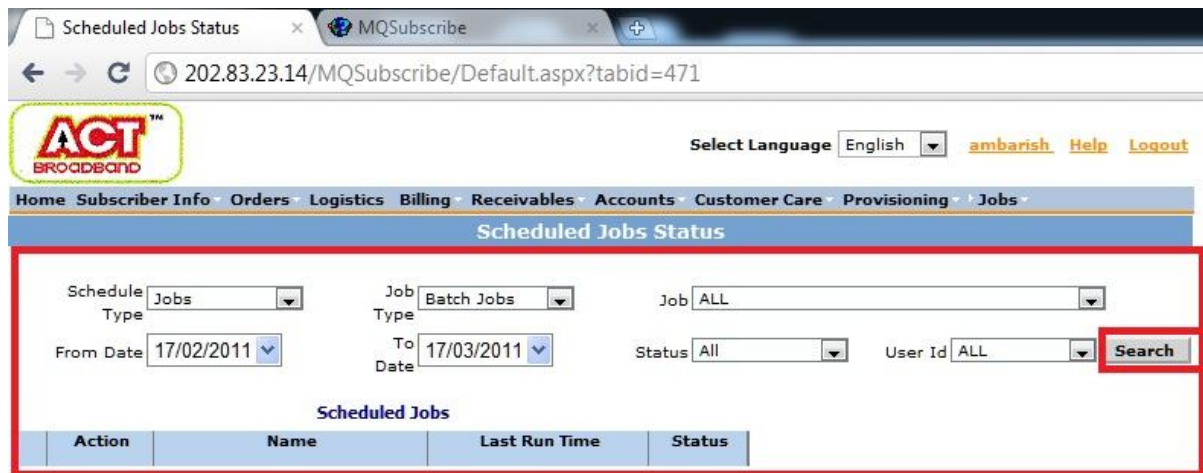
Step 1: Jobs – *View Scheduled Jobs* - Open the *View Scheduled Jobs* to view jobs scheduled



The screenshot shows the 'View Scheduled Jobs' web application. The browser address bar displays '202.83.23.14/MQSubscribe/Default.aspx?tabid=470'. The page header includes the ACT logo and a 'Select Language' dropdown set to 'English', with links for 'ambarish', 'Help', and 'Logout'. The main navigation bar contains links for 'Home', 'Subscriber Info', 'Orders', 'Logistics', 'Billing', 'Receivables', 'Accounts', 'Customer Care', 'Provisioning', and 'Jobs'. The 'View Scheduled Jobs' section contains a search form with the following fields: 'Schedule Type' (Jobs), 'Job Type' (ALL), 'Job' (ALL), 'From Date' (17/02/2011), 'To Date' (17/03/2011), 'Status' (SCHEDULED), and 'User Id' (ALL). A red box highlights the 'Search' button. Below the search form is a table with columns: 'Action', 'Name', 'Status', 'Next Run Time', 'Frequency', and 'Created By'. A 'Schedule Job' link is also visible.

Once all the above details have been filled out, click *Search* button.

Step 2: Jobs – *Scheduled Jobs Status* - Open the *Scheduled Jobs Status* to view jobs scheduled status



Scheduled Jobs Status

Select Language: English | amharish | Help | Logout

Home | Subscriber Info | Orders | Logistics | Billing | Receivables | Accounts | Customer Care | Provisioning | Jobs

Scheduled Jobs Status

Schedule Type: Jobs | Job Type: Batch Jobs | Job: ALL

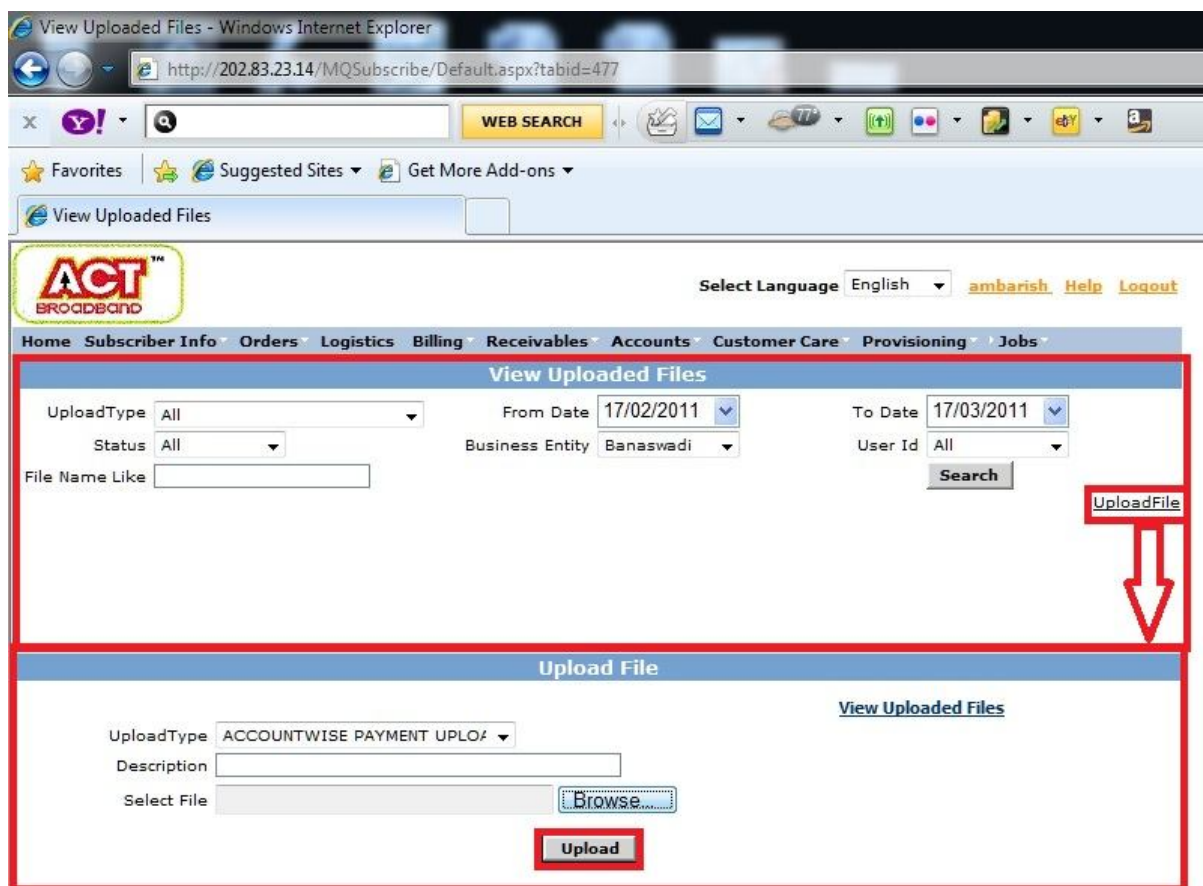
From Date: 17/02/2011 | To Date: 17/03/2011 | Status: All | User Id: ALL | **Search**

Scheduled Jobs

Action	Name	Last Run Time	Status
--------	------	---------------	--------

Once all the above details have been filled out, click *Search* button.

Step 3: Jobs –Bulk Upload - Open the *bulk upload* to upload files to respective departments



View Uploaded Files - Windows Internet Explorer

http://202.83.23.14/MQSubscribe/Default.aspx?tabid=477

ACT BROADBAND

Select Language: English | amharish | Help | Logout

Home | Subscriber Info | Orders | Logistics | Billing | Receivables | Accounts | Customer Care | Provisioning | Jobs

View Uploaded Files

UploadType: All | From Date: 17/02/2011 | To Date: 17/03/2011

Status: All | Business Entity: Banaswadi | User Id: All | **Search**

File Name Like:

Upload File

UploadType: ACCOUNTWISE PAYMENT UPLOA | Description: | Select File: | **Upload**

Once all the above details have been filled out, click *Upload* button.